

FIG. 1A

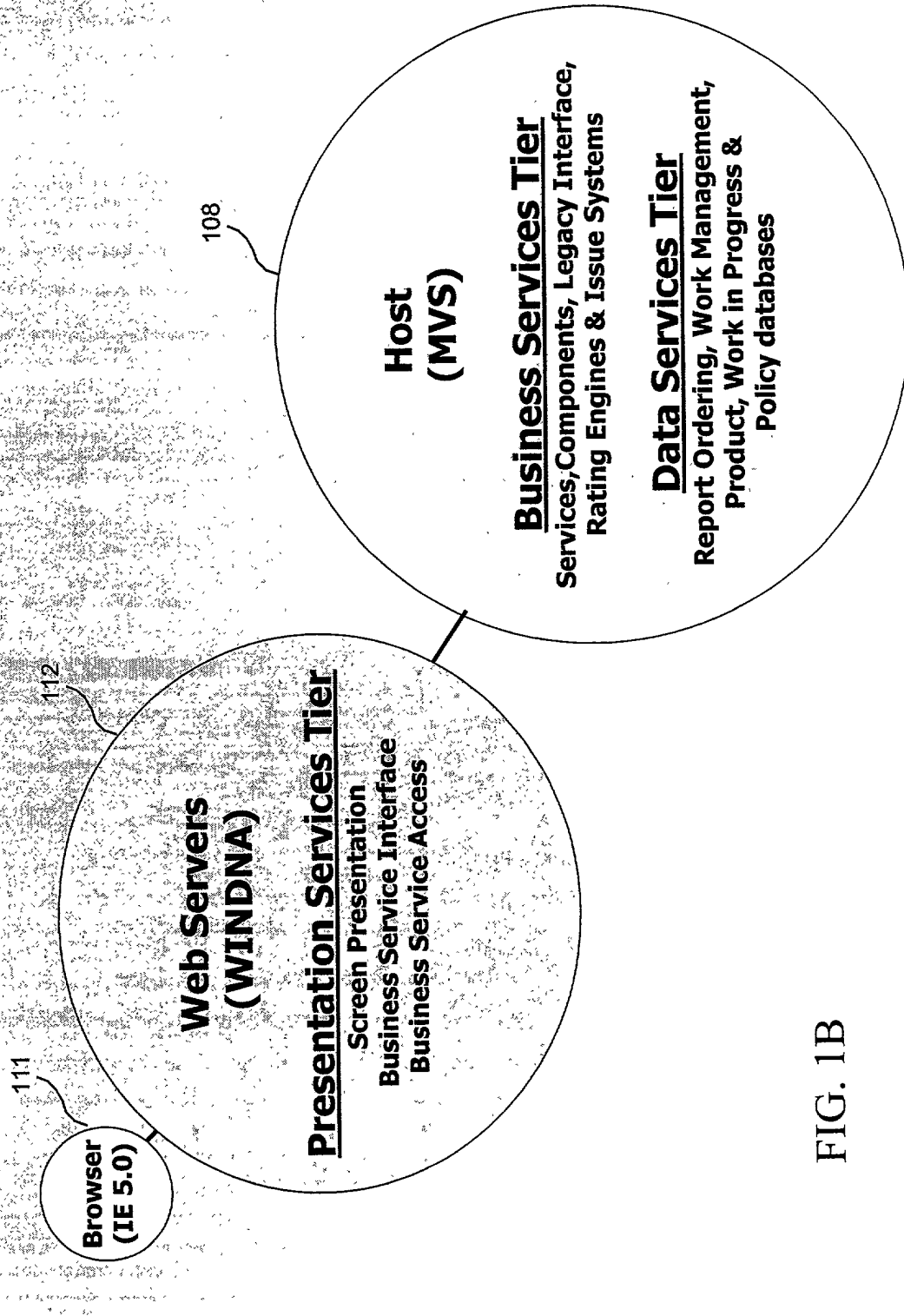


FIG. 1B

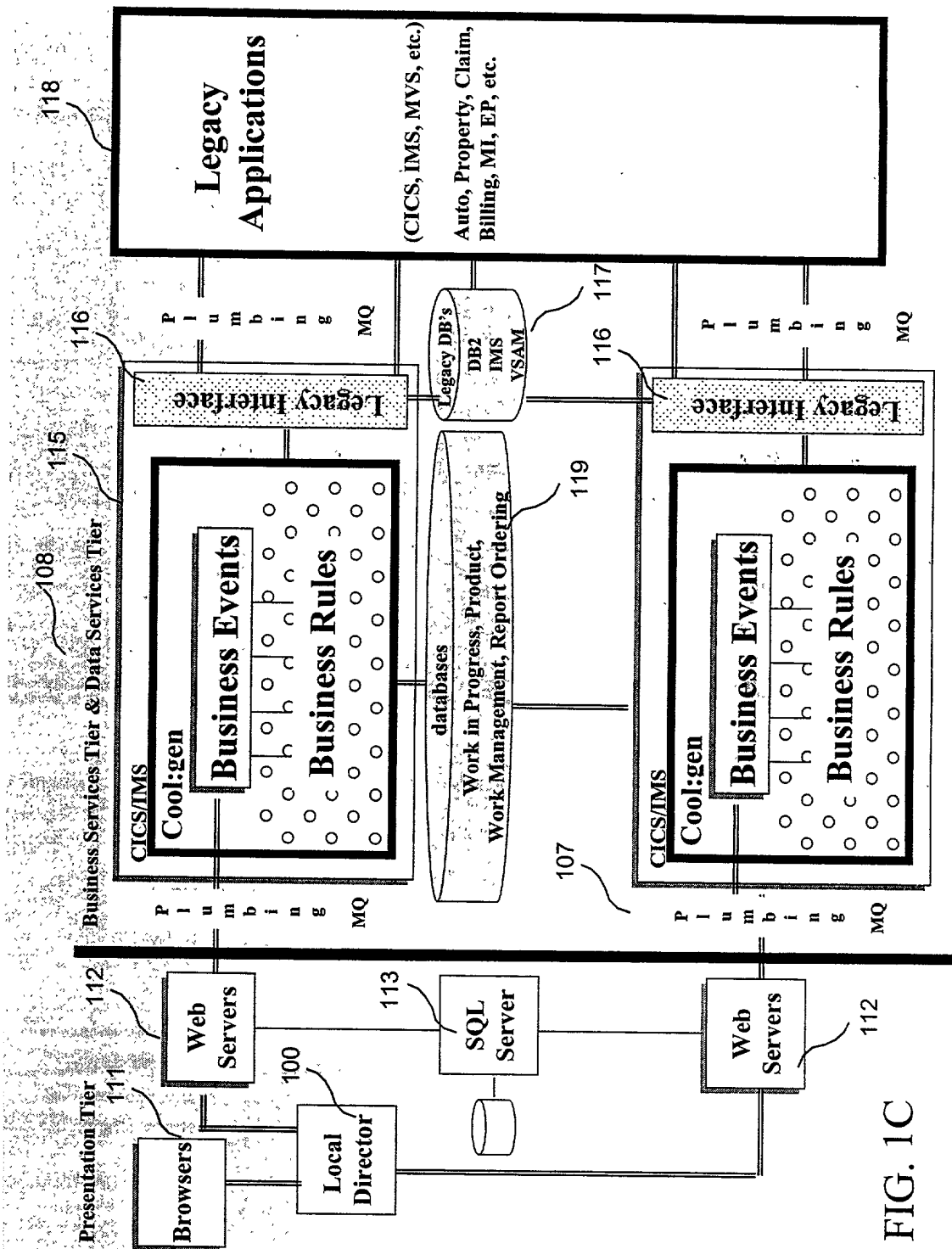


FIG. 1C

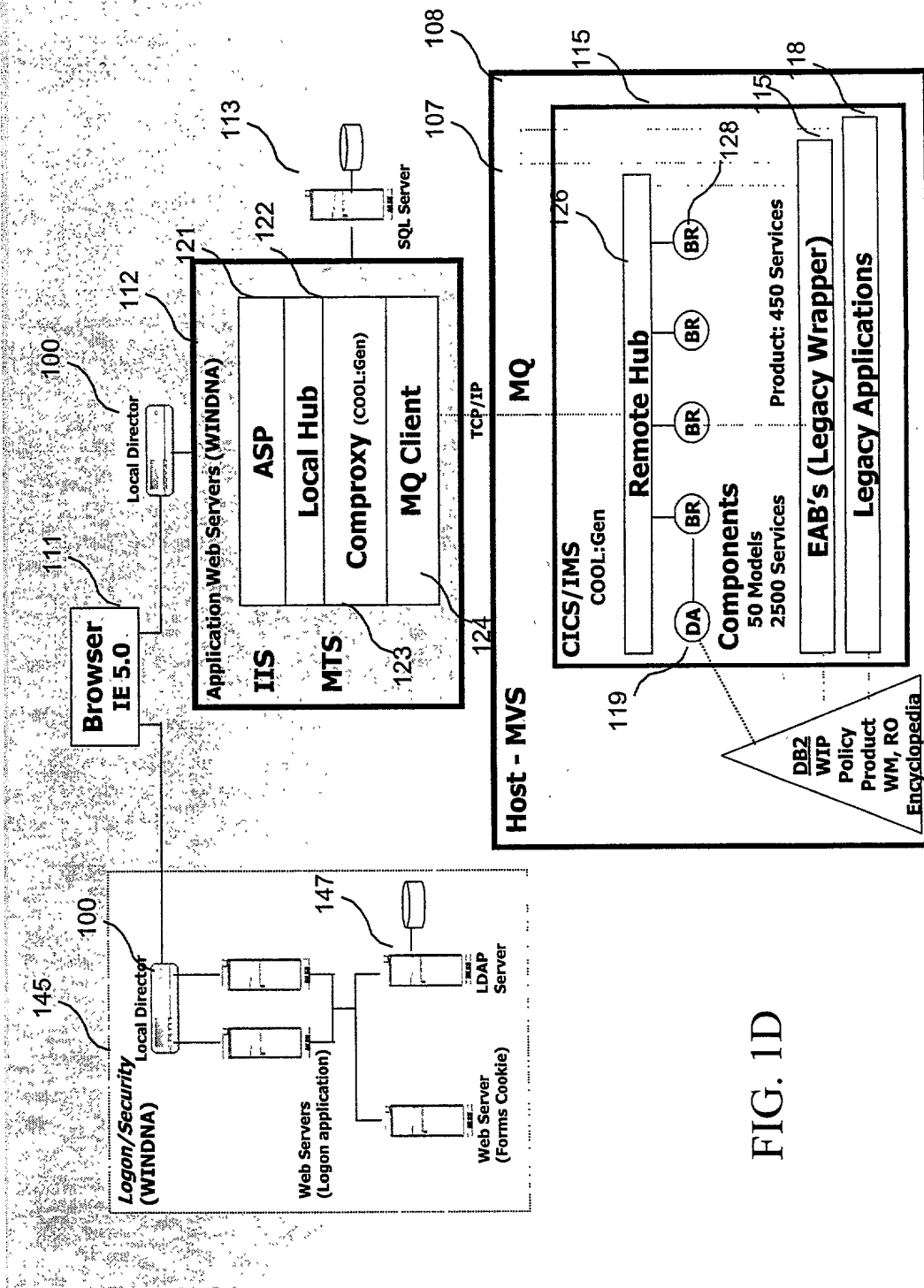


FIG. 1D



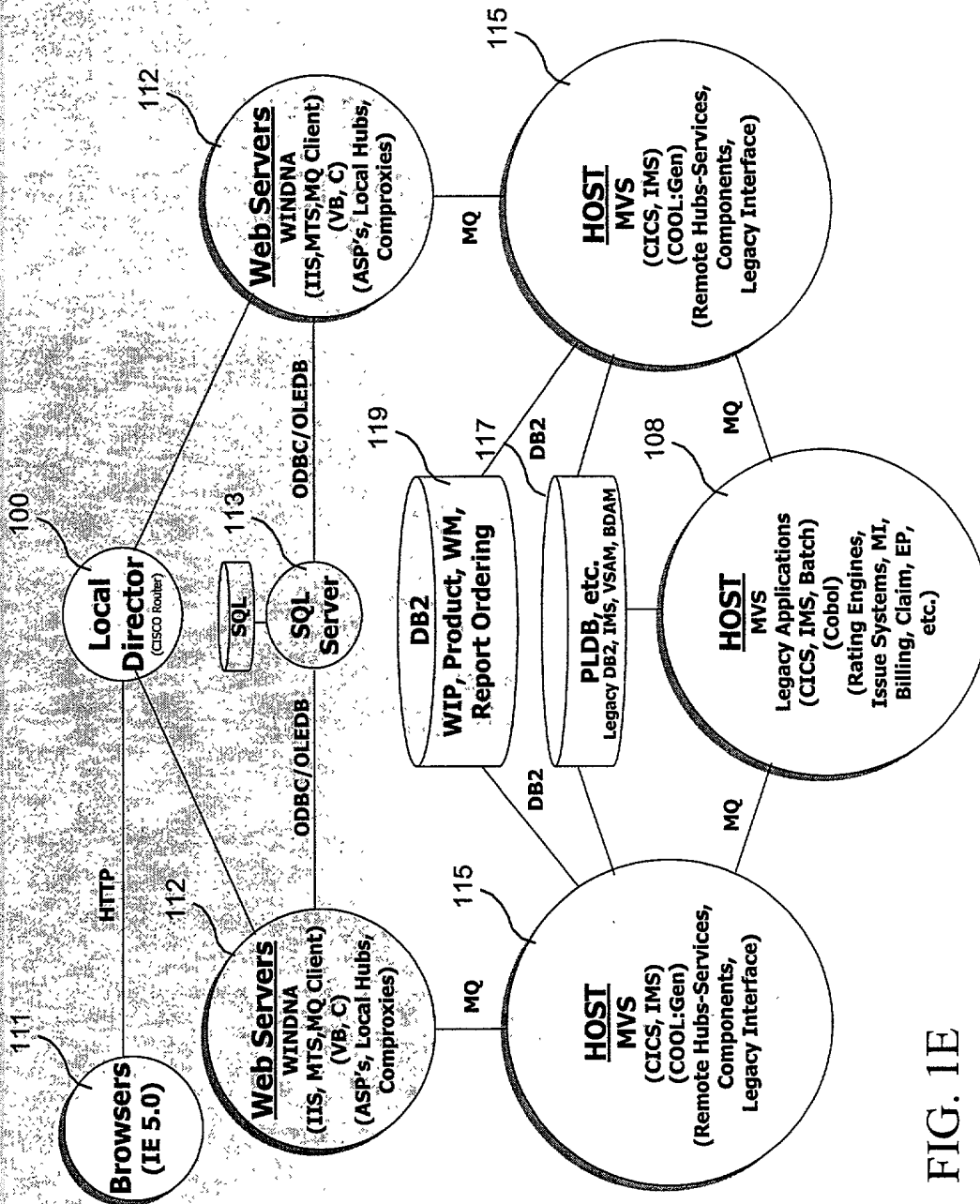


FIG. 1E

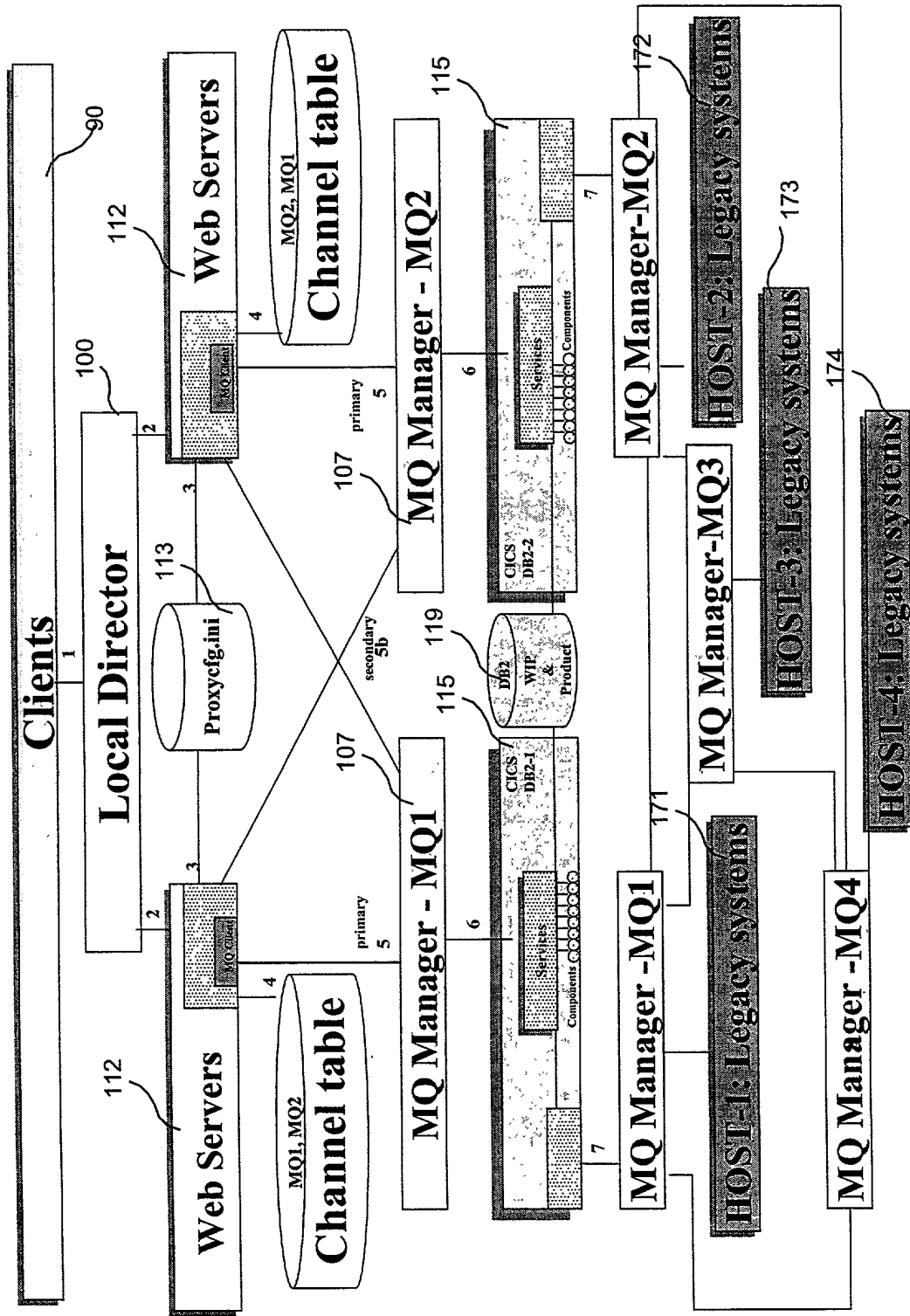


FIG. 1F

FIG. 1G

REFERENCES		PRODUCT TYPE		QUOTES		CUSTOMERS	
1. Location		20. Policy Type		40. Policy		60. Customer	
2. Agent		21. Installment Schedule	22. Pricing Option	41. Actions	42. Policy Participant	61. Billing Account (future)	
3. Lookup		23. Facet Navigation (future)	24. Script	43. Rating Results	44. Coverage		
4. Transaction Type		25. Coverage Grant Option	26. Coverage Dependency	45. Policy Subject	46. Endorsement		
5. Common		27. Limit Type	28. Deductible Type	49. Loss	50. Problem Log		
6. Symbol		29. Subject Type	30. Premium Type	51. Acceptance Package	52. Transaction Log		
7. Application (future)		31. CreditSurcharge Type	33. Reinsurance Type	53. Premium			
8. Cost Estimator (future)							
9. Personnel (staff member)							
10. Organizational Unit							
11. Template							
12. Assignment							
ACTIVITY TYPE		CORRESPONDENCE TYPE		ACTIVITIES		CORRESPONDENCE	
80. Event Type		100. Document Type (future)		120. Event		140. Document (future)	
81. Registration Type		101. Message Type (future)		121. Registration		141. Message	
82. Diary Type (future)		102. Outside Report Type		122. Diary (future)		142. Outside Report	
83. Claim Type (future)		103. Referral Type (future)		123. Claim (future)		143. Referral (future)	
				124. Commentary			



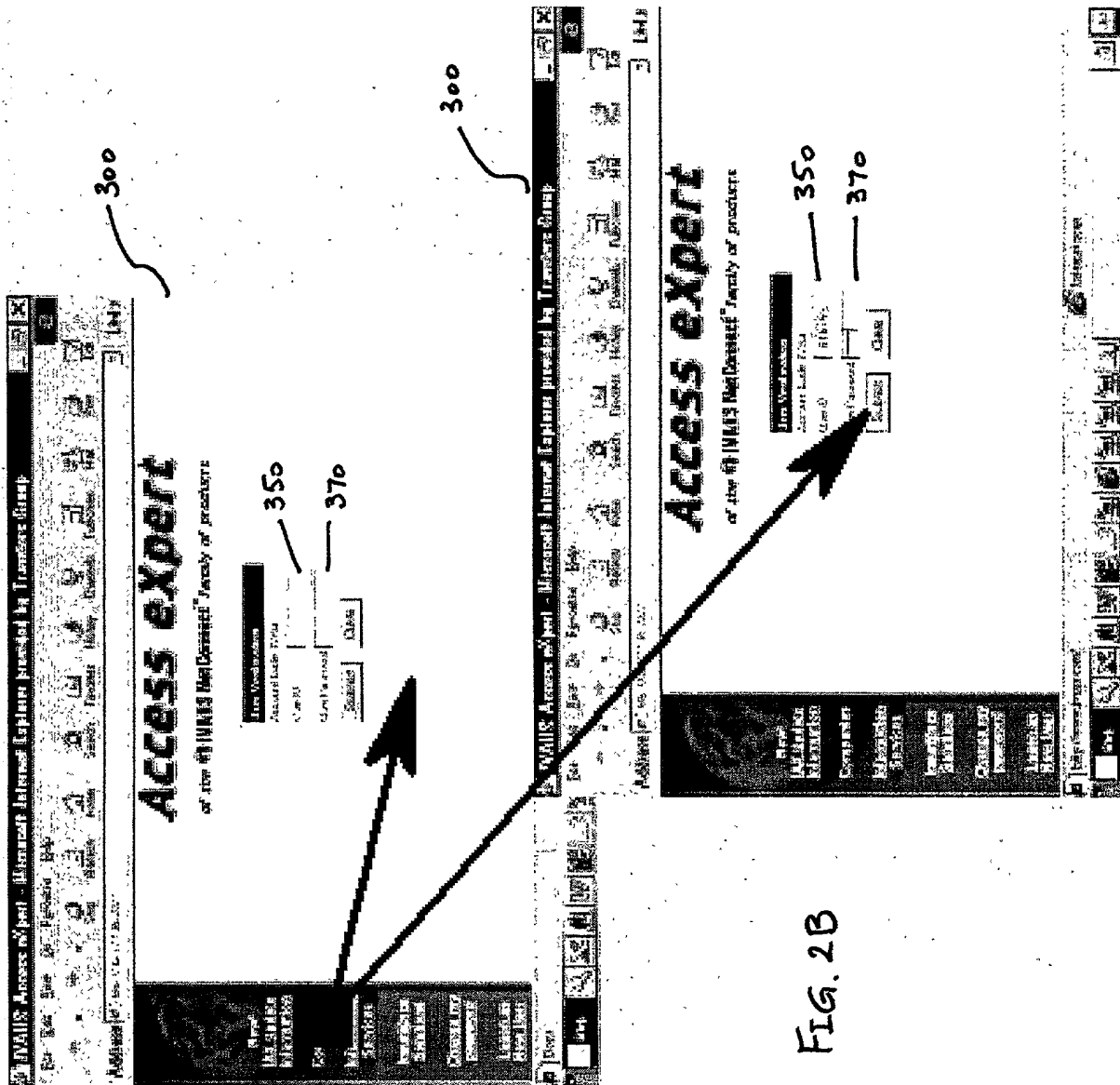


FIG. 2B

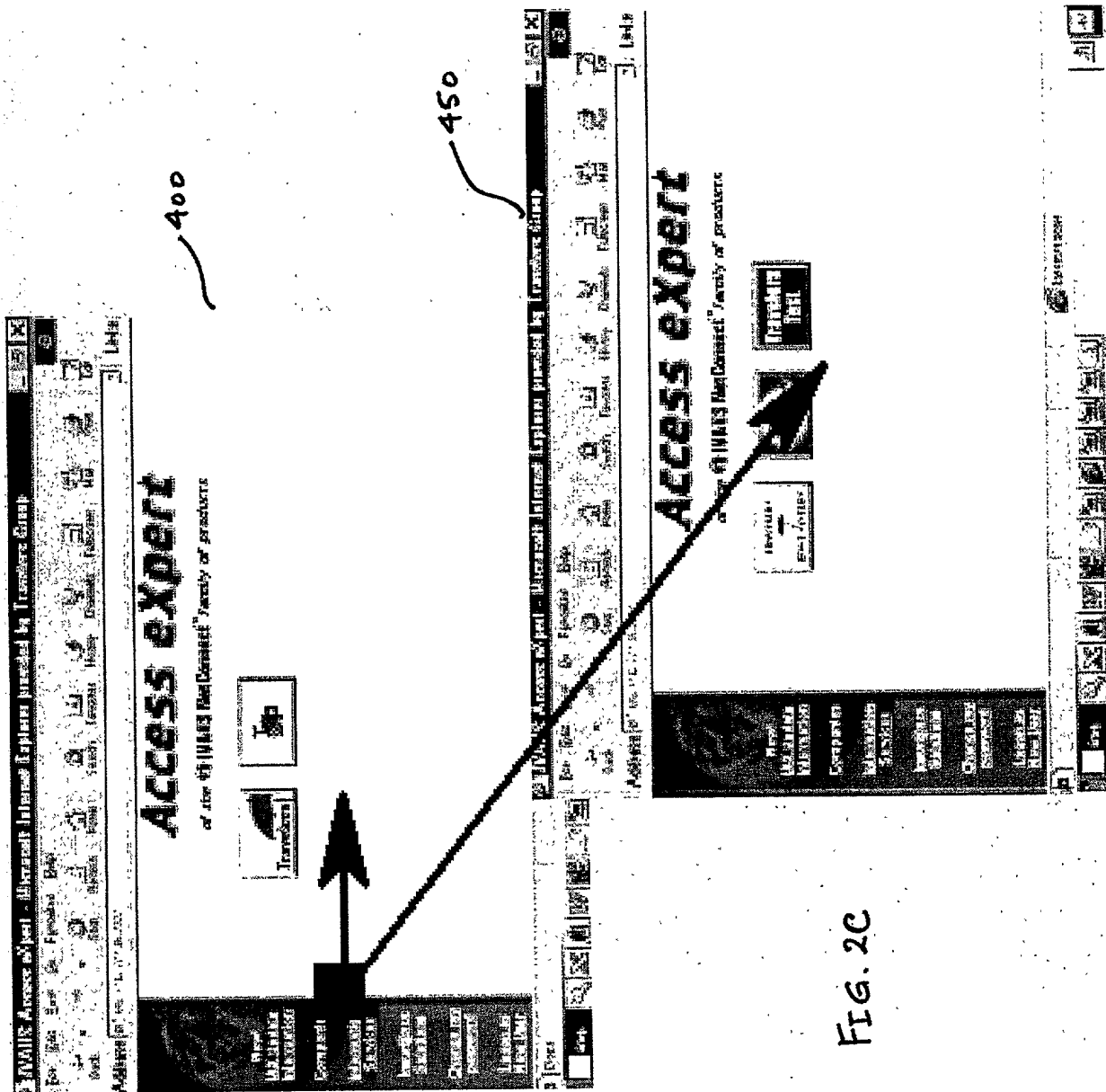


FIG. 2C

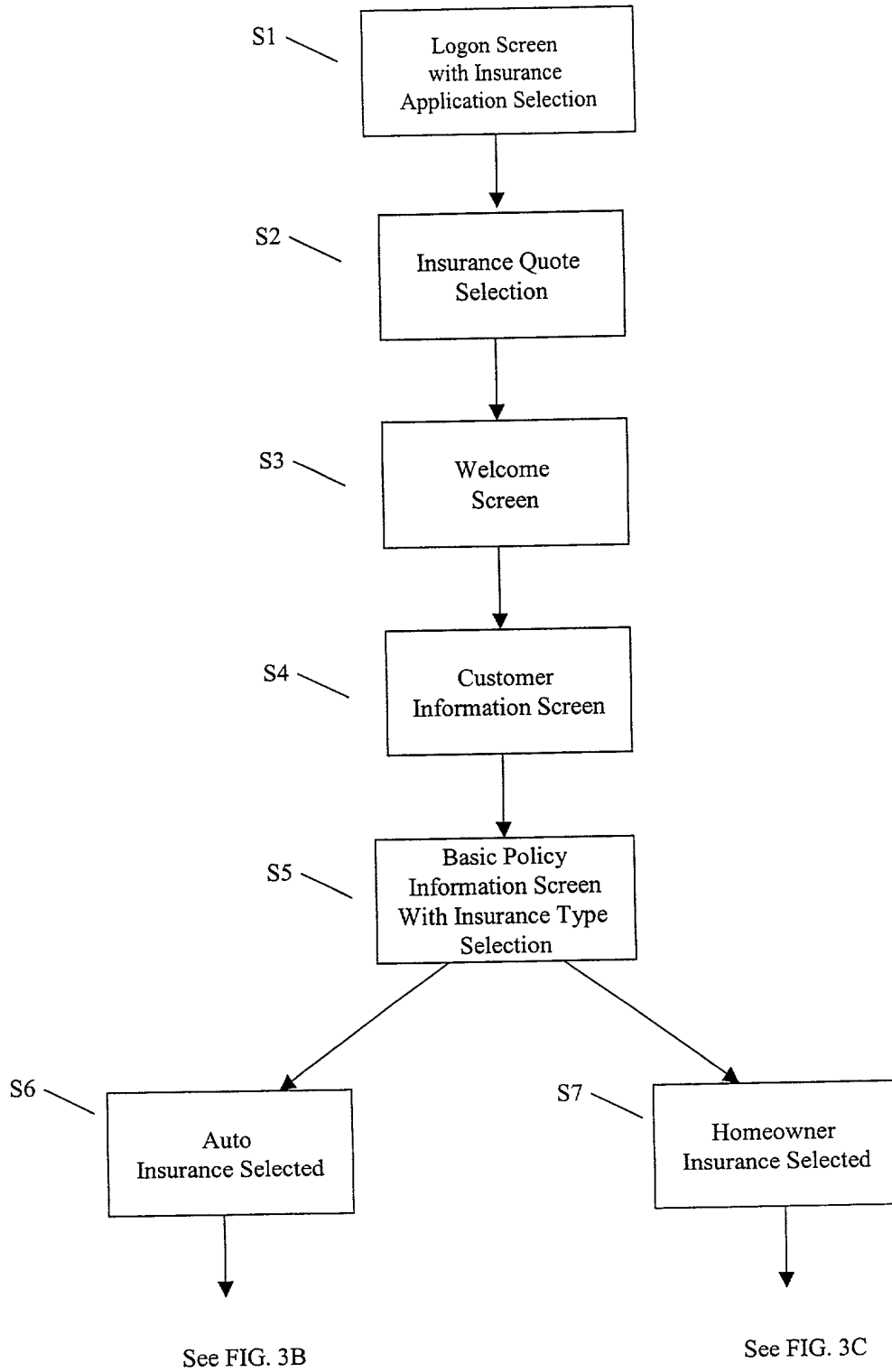


FIG. 3A

From FIG. 3A

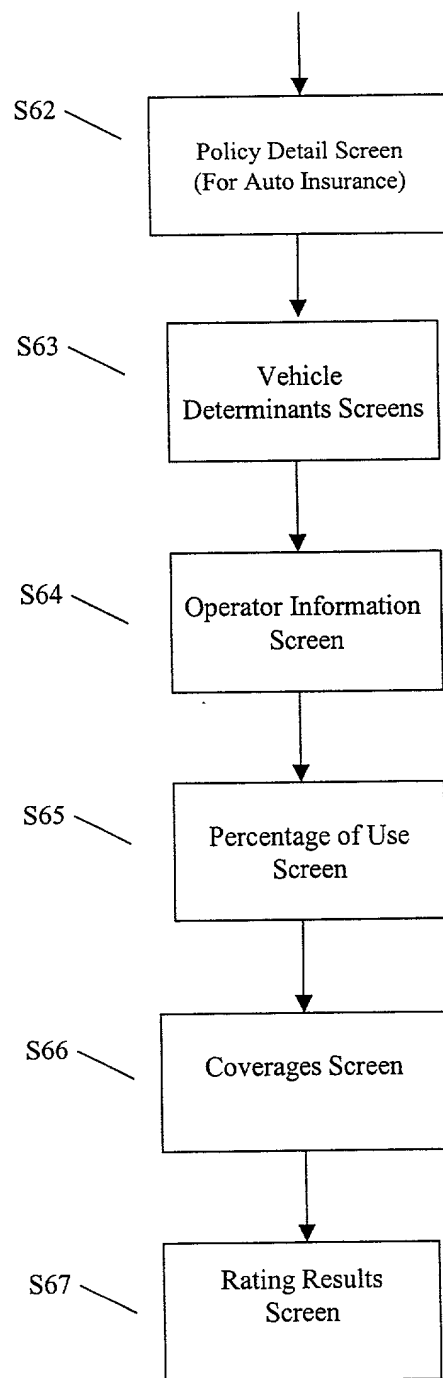


FIG. 3B



FIG. 3C

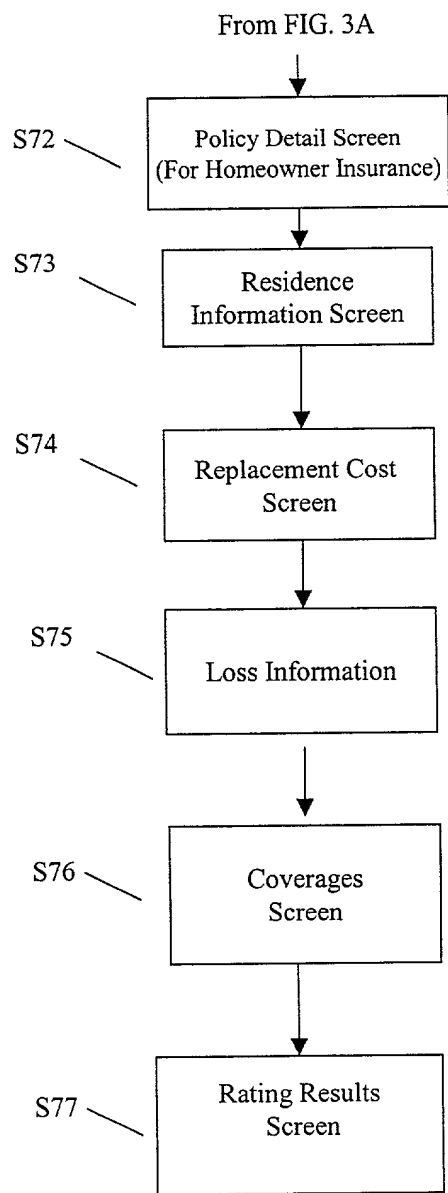


FIG. 3C

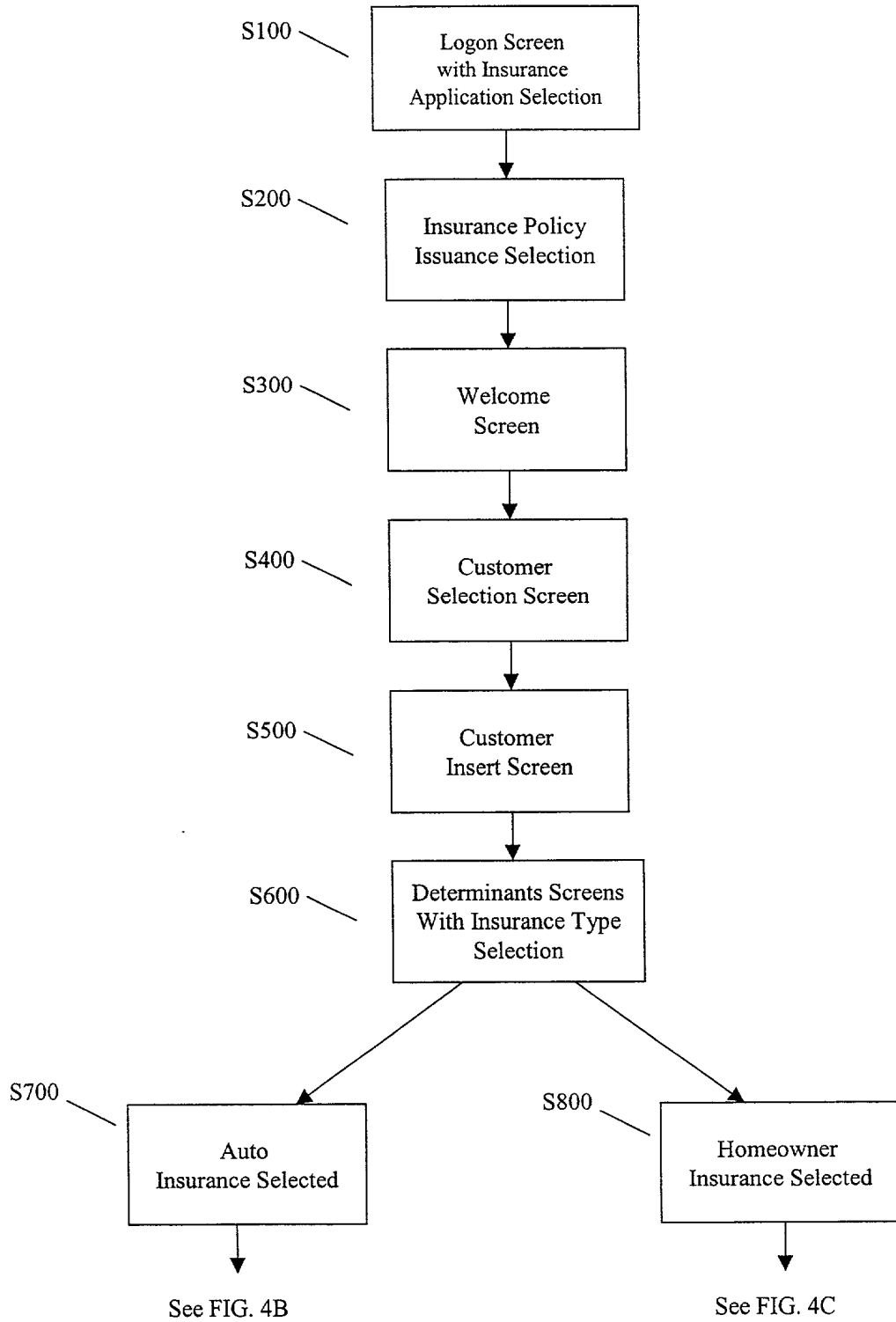


FIG. 4A

From FIG. 4A

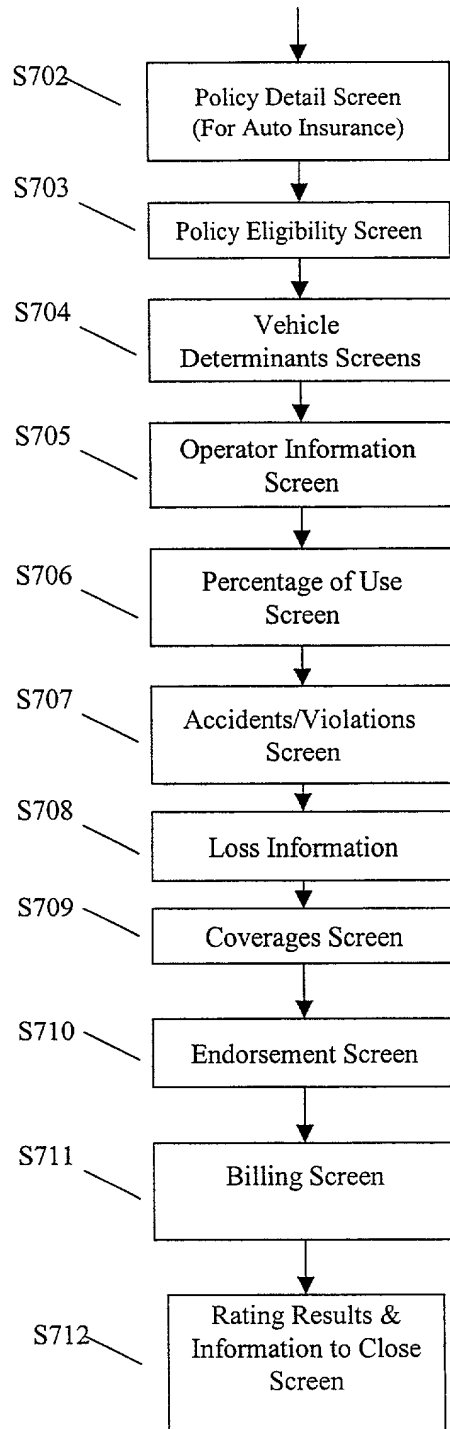


FIG. 4B

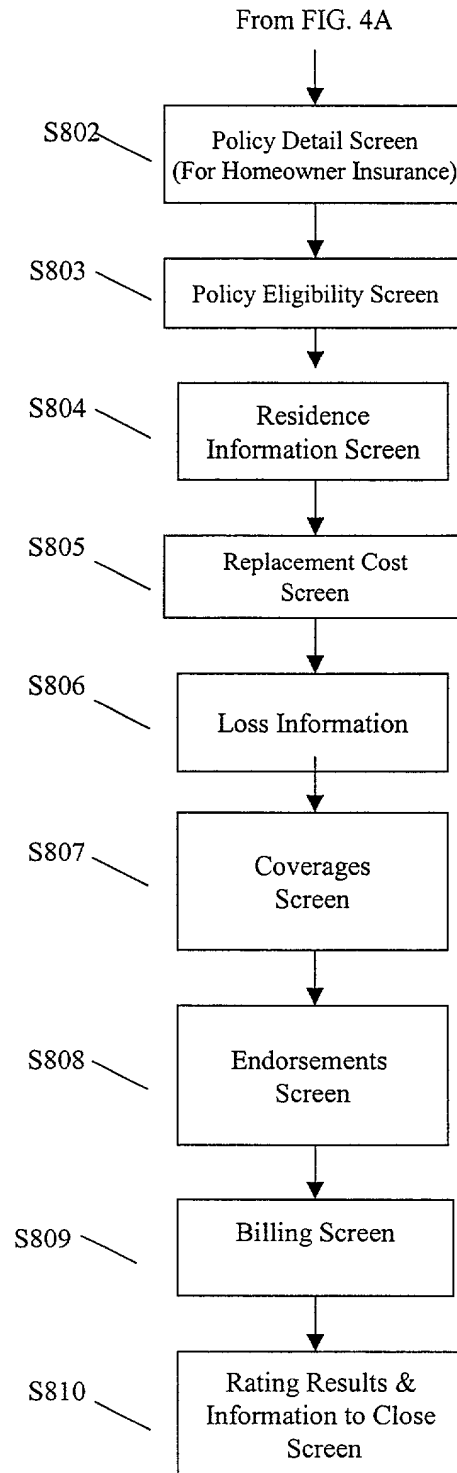
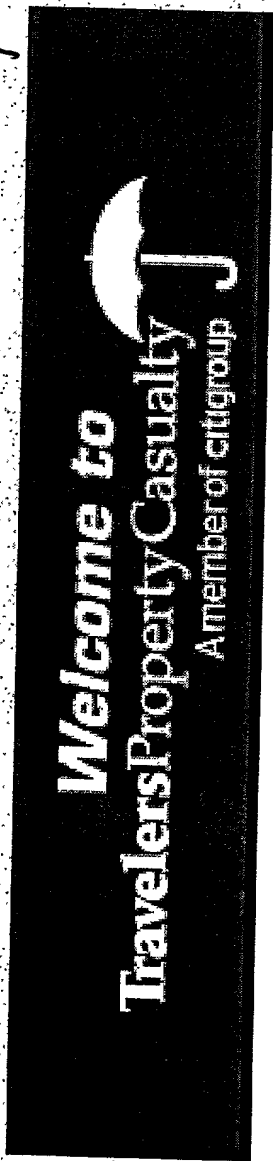


FIG. 4C

screen6b

500



### Travelers Application Logon

Customer ID:  510

Password:  520

047464594

Application:  530

\*\*\*\*\*

Optional Data:

Logon  540 550

FIG. 5

FIG. 6A

Generic Logon - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channel Fullscreen Mail Print Exit

Address http://moarch/logon/Logon.asp

**Welcome to**  
**TravelersPropertyCasualty**  
A member of citigroup

**Travelers Application Logon**

Customer ID: 014629443

Password:

Application: AT3MOV

Optional Data:

Logon

Atlas III - Model Off  
Atlas III  
Atlas III - QA/MO Fix  
Atlas III Customer Test A  
Atlas III Customer Test B  
Atlas III Integration Test A  
Atlas III Integration Test B  
Atlas III Unit Test  
Atlas III Customer Test C  
Atlas III Customer Test D  
Atlas III Integration Test C  
Atlas III Integration Test D

Local intranet zone

Start Paula M. Zane CDE Microsoft Microsoft Office Generic Logon Microsoft Word 6:12 PM

FIG. 6A

FOOTNOTES: 1484860

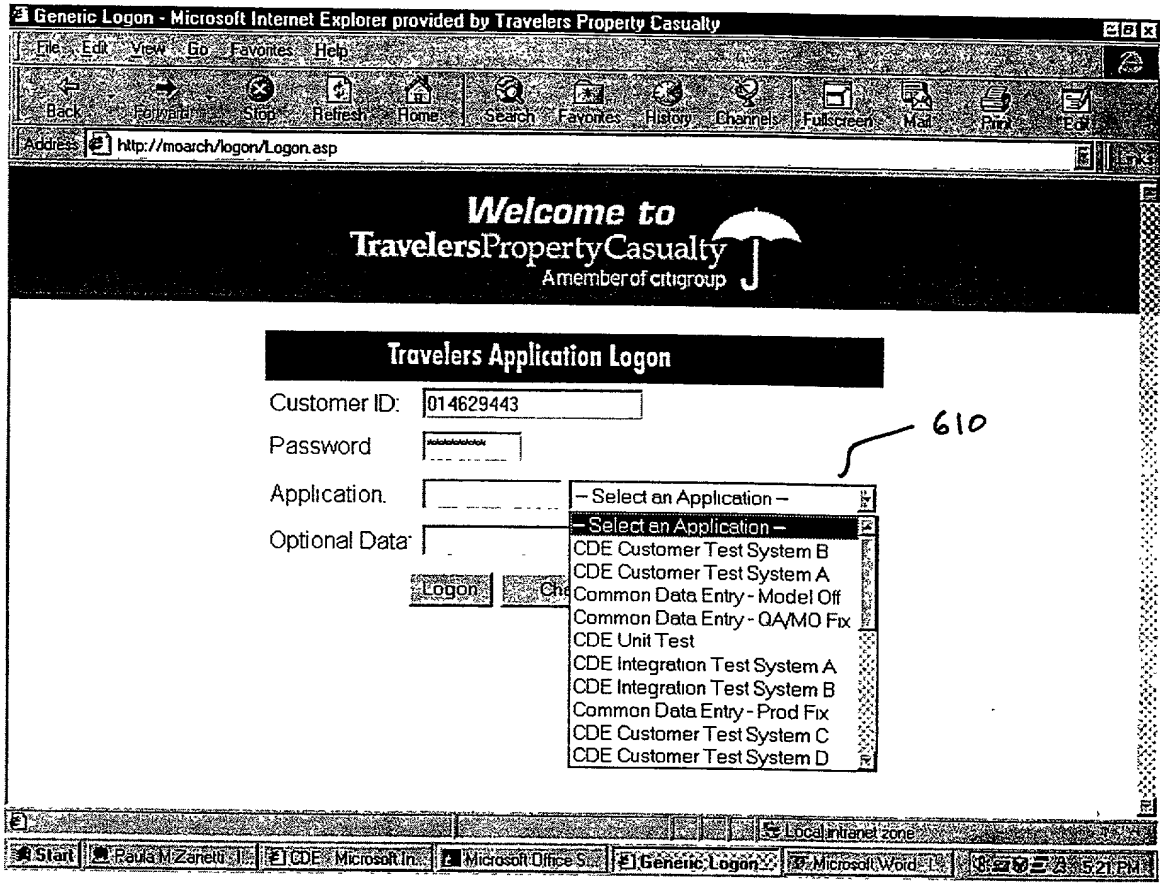


FIG. 6B

# ATLAS III Welcome Page

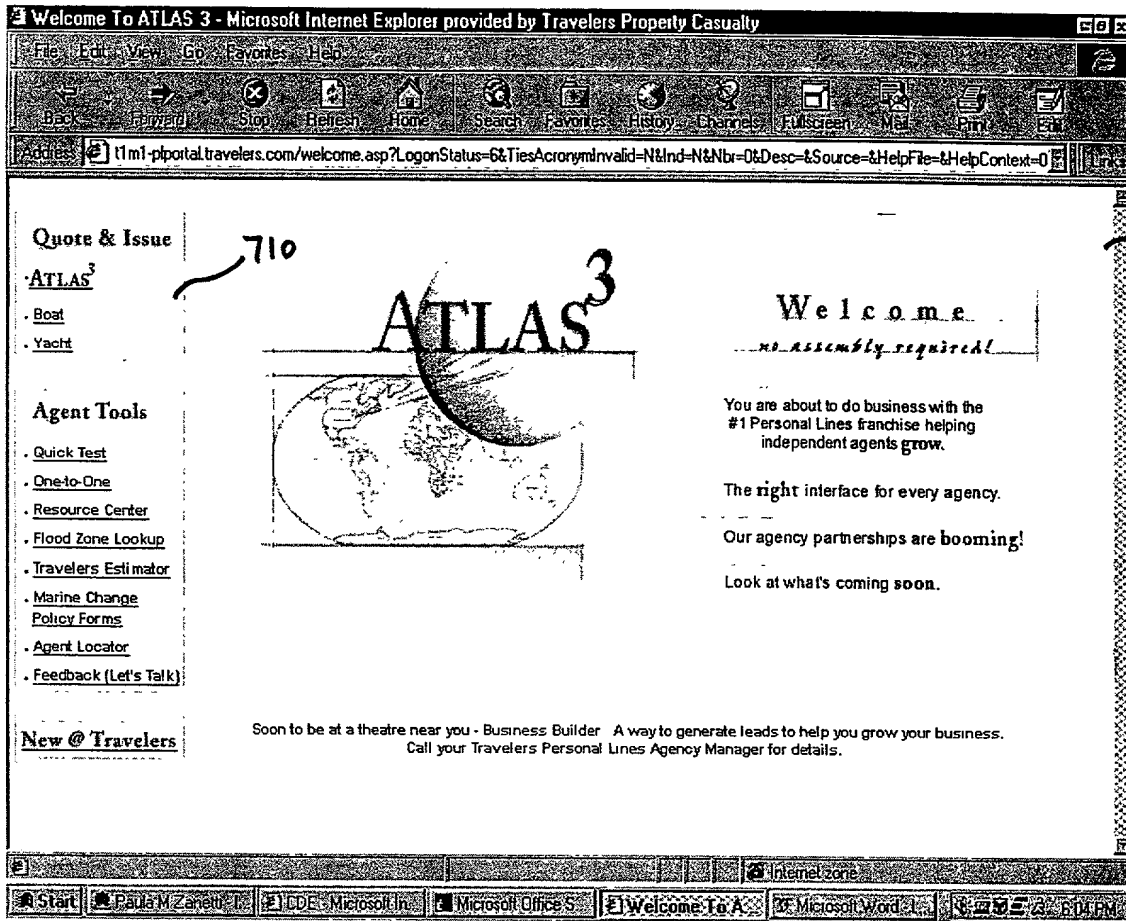


FIG. 7

FOOTED " 74364850



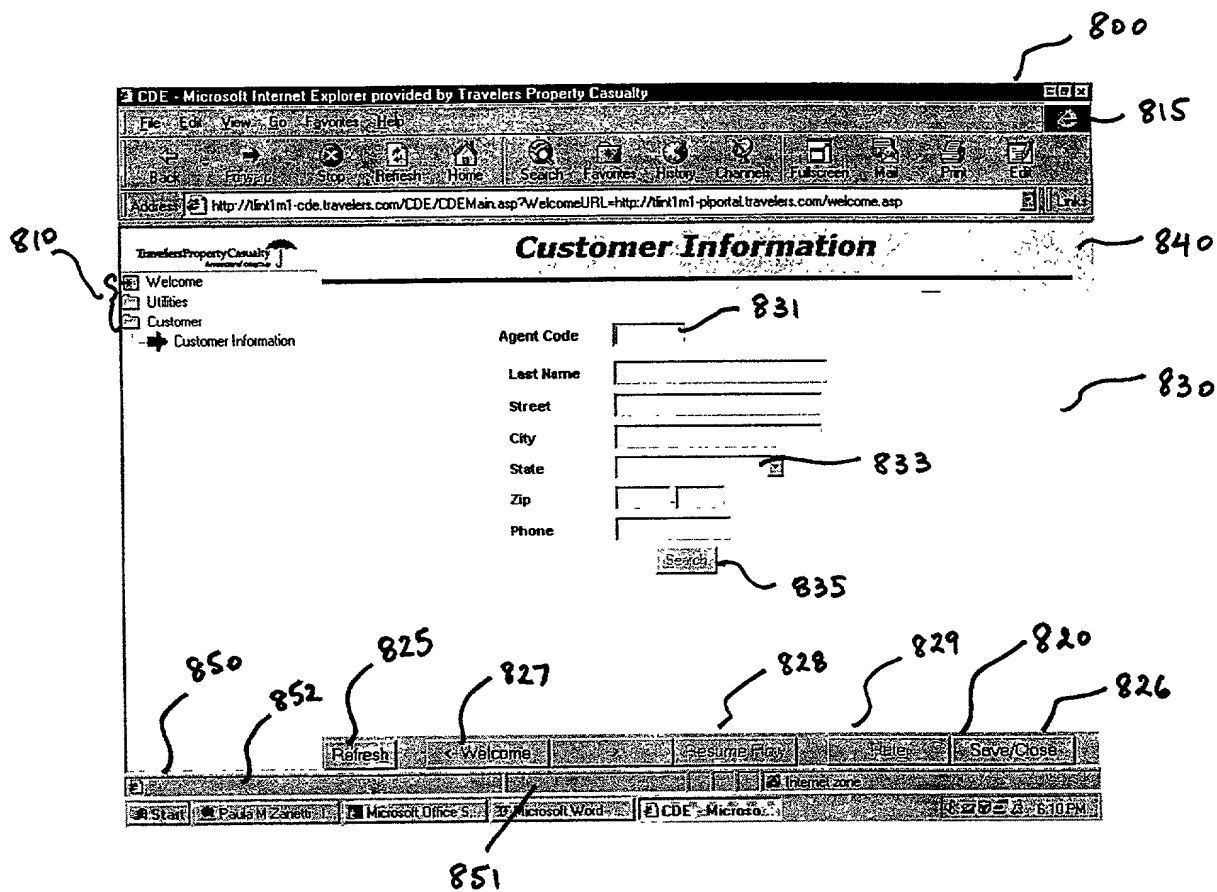


FIG. 8A

## Customer Information

Agent Code

Last Name

Street

City

State

Zip

Phone

831

832

0A0165	
0A7890	
0EC006	
0EC465	
0EC466	
0G0694	
0M5200	
0M5002	
0M5320	
0M5340	
0M5411	

Cancel

Drop-down list

FIG. 8B

# Customer Information

Agent Code	Dm6800
Last Name	Alas3
Street	1 Main Street
City	Manchester
State	833
Zip	834
Phone	

ALASKA

ALABAMA

ARKANSAS

ARIZONA

CALIFORNIA

COLORADO

CONNECTICUT

DISTRICT OF COLUMBIA

DELAWARE

FLORIDA

GEORGIA

FIG. 8C

**CDE - Microsoft Internet Explorer**

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://mopl.travelers.com/CDE/CDEMain.asp?WelcomeURL=http://moplportal.travelers.com/welcome.asp

**TravelersProperty Casualty**  
America of outposts

Welcome  
Utilities  
Customer  
Customer Information

## Customer Information

Agent Code: 0A0165

Last Name: BASIC POLICY

Street: 2111 MAIN STREET

City: WINDSOR LOCKS

State: CONNECTICUT

Zip: 06096

Phone:

830

835 Search Import Quote

836

860

861

Customer Name	Address	City	State	Zip/Postal
<a href="#">Add New Customer</a>				

Enter Customer First and Last Name: TEST BASIC POLICY

865

Refresh < Welcome BasicPol > Resume Flow Date Save/Close

Internet zone

Start Tichost1 EXT APPN Node A Kathleen Yuck Microsoft Word CDE Micro 12:09 PM

824

FIG. 8D

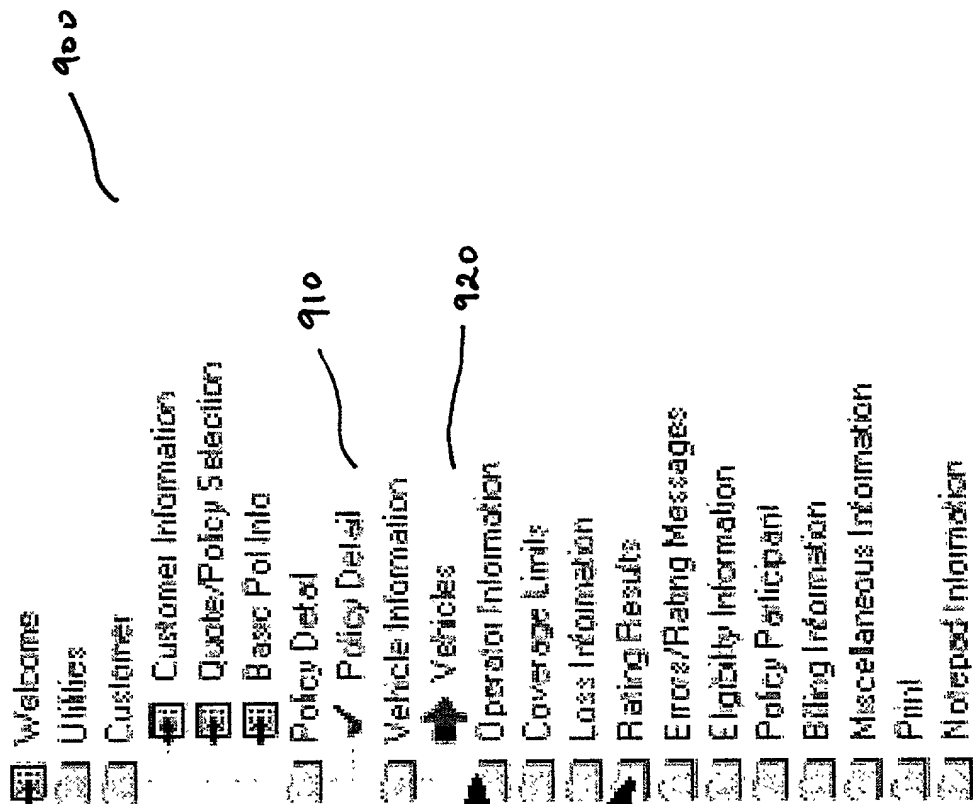


FIG. 9

03443841 031001  
FOOTED 1484850

CDE - Microsoft Internet Explorer

File Edit View G6 Favorites Help

Address http://mopl.travelers.com/CDE/CDEMain.asp?WelcomeURL=http://moplportal.travelers.com/welcome.asp

**TravelersPropertyCasualty**  
A member of Travelers

Welcome  
Utilities  
Customer  
✓ Customer Information  
➔ Basic Pol Info

### Basic Policy Information

Producer: 0A0165 Customer: TEST BASIC POLICY

Rating State: CT IFS: MVR: CLUE:  
Policy#: Type: IFS Rec Price:

Office Code:

Rating State: CT 1010

Line Of Business: AUTO 101 1020 1000

Default Template 1035 Custom Template 1045

Refresh < Quote > Resume Flow Rate Save/Close

Internet zone

Start Tichost: EXTRA APPN Node: Active Kathleen Yucka: Microsoft Word CDE - Microsoft 12:09 PM

FIG. 10A

09043441 08:10:01  
T00T80 "THERES60

CDE - Microsoft Internet Explorer

File Edit View Go Favorites Help

Address: http://mopl.travelers.com/CDE/CDEMain.asp?WelcomeURL=http://moplportal.travelers.com/welcome.asp

**Travelers Property Casualty**  
A member of Travelers Group

Welcome  
Utilities  
Customer  
✓ Customer Information  
➔ Basic Pol Info

### Basic Policy Information

Producer: 0A0165 Customer: TEST BASIC POLICY

Office Code: Rating State: CT Policy #/Type: IFS Rec Price: MVR: CLUE

Rating State: CT

Line of Business: AUTO 101 1000

Transaction Type: GENERAL / NB QUOTE 1030

Effective Date: 04/28/2000 1040

Policy Term: 06 1050

Premium Level: RETAIL (A) NOT EDGE

Pricing Track: NO TIER 1060 Writing Company: NO WRITING COMPANY 1070

Notes: 1024 1080

Refresh <- Quote Pol Dtl -> Estimate Flow Rate Save/Close

Start I-chost EXTRA APPN Node Active Kathleen Yucka Microsoft Word CDE Microsoft 12:10 PM

FIG. 10B

2025-10-10 14:00:00

CDE - Microsoft Internet Explorer

File Edit View Go Favorites Help

Address http://mopl.travelers.com/CDE/CDEMain.asp?WelcomeURL=http://moplportal.travelers.com/welcome.asp

### Policy Detail

Producer: 0A0165 Customer: TEST BASIC POLICY  
TEST RETAIL - NO OUTPUT Rating State: CT IFS: MVR  
Office Code: 948 Policy#/Type: AUTO 101 IFS Rep Price: CLUE

#### Named Insured and Mailing Address

First Name: TEST  
Last Name: POLICY  
Street: 2111 MAIN STREET  
City: WINDSOR LOCKS  
County:  
State: CONNECTICUT Zip/Postal: 06096  
Social Security #: 345 34 5345

☐ Residence Address (if different from Mailing Address)  
☐ Previous Address (within last 6 months)  
☒ IFS Report has already been obtained

IFS Source: TRANSUNION IFS: ELIGIBLE  
Reason Code: 1130

Refresh < Quote Sel Vehicles > Resume Flow Rate Save/Close

Internet zone

Start Microsoft EXTRA! APPN Node Active Kathleen Trucks Microsoft Word CDE Microsoft 12:10 PM

1124

FIG. 11A



00043241-031001

CDE - Microsoft Internet Explorer

File Edit View Go Favorites Help

Address http://mopl.travelers.com/CDE/CDEMain.asp?WelcomeURL=http://moplportal.travelers.com/welcome.asp

TravelersProperty Casualty  
A member of旅行者

Welcome

Utilities

Customer

Customer Information

Policy/Quote Selection

Basic Pol Info

Policy Detail

Policy Detail

Vehicle Information

Operator Information

Coverage Limits

Loss Information

Rating Results

Errors/Rating Messages

Eligibility Information

Additional Interests

Billing Information

Miscellaneous Information

Print

Notepad Information

Derivations/Overrides

☒ IFS Report has already been obtained

IFS Source: TRANSUNION IFS ELIGIBLE

Reason Code

IFS Recommended Price

Policy Credits/Surcharges

☐ Account Credit

Companion Policy Numbers

Auto Policy Numbers

Homeowner Policy Numbers

Other Policy Numbers

Refresh < Quote Sel Vehicles > Resume Policy Rate Save/Close

Start Tichost EXTRAL APPN Node Active Kathleen Yucka Microsoft Word CDE Microsoft 12:00 PM

FIG. 11B

# CDE Personal Lines Desktop Page

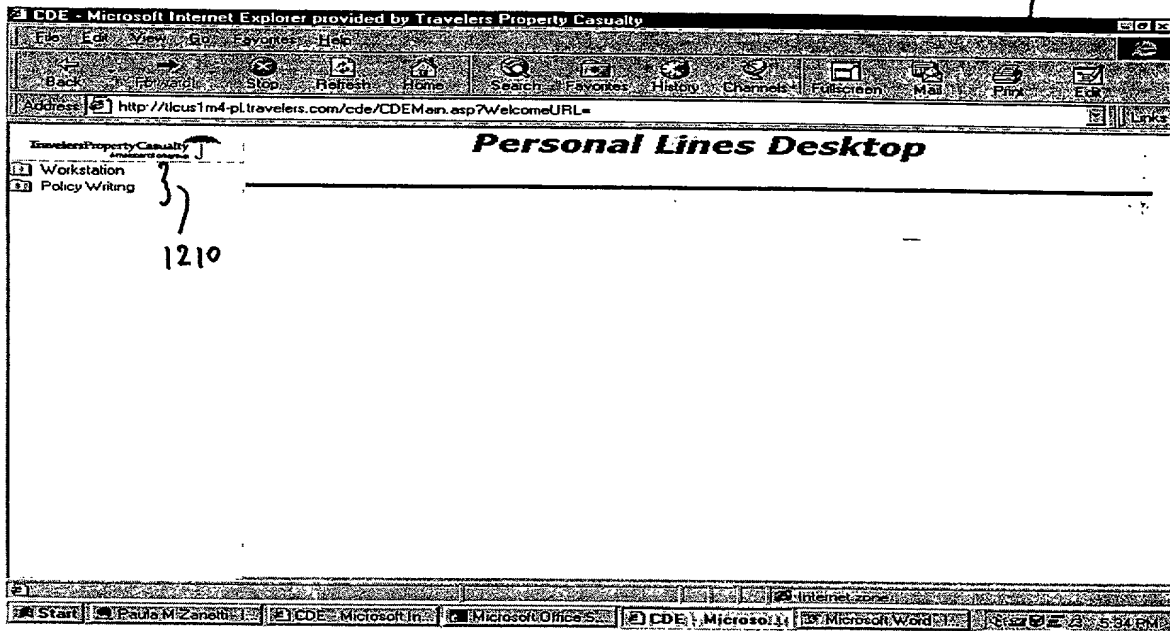


FIG. 12

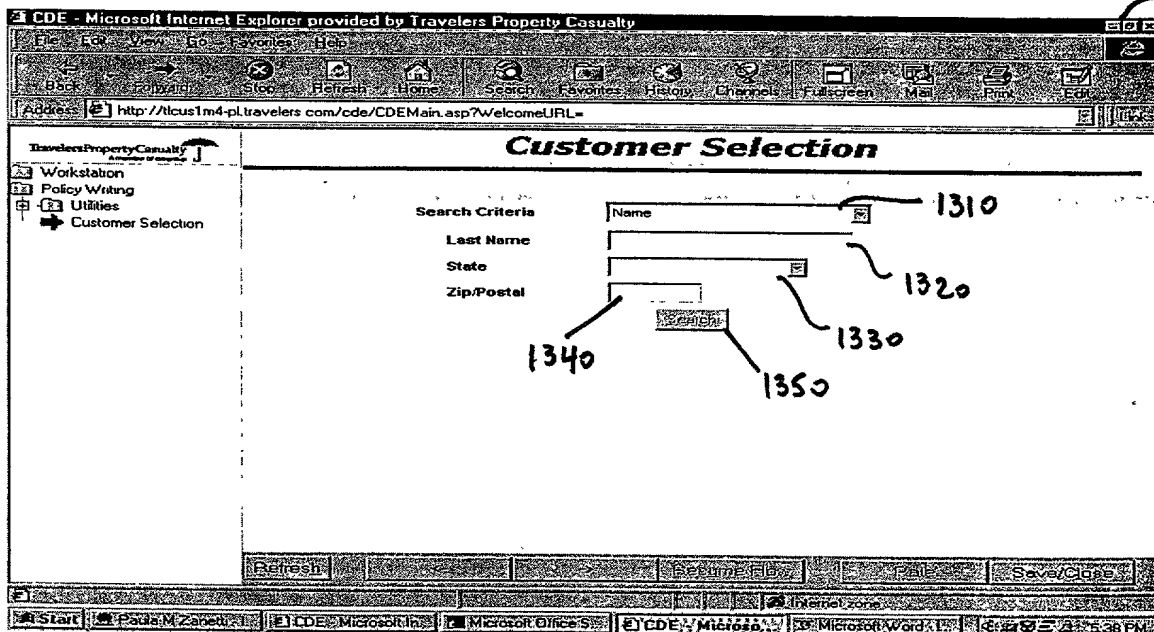


FIG. 13A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Exit

Address http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

TravelersPropertyCasualty

Workstation  
Policy Writing  
Utilities  
Customer Selection

### Customer Selection

Search Criteria

Name  1310

Last Name  1320

State  1330

Zip/Postal  1340

Start Paula M Zanetti - Inbox CDE Microsoft Internet Microsoft Office Shortcuts 8:28 AM 10/6 AM

FIG. 13B

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Exit

Address http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

TravelersPropertyCasualty

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection

### Customer Insert

Name  1410

Street  1420

City  1430

State  1440

Zip/Postal  1450

Phone  1460

1470

Start Paula M Zanetti - Inbox CDE Microsoft Internet Microsoft Word Documents Microsoft Office Shortcuts 8:28 AM 10/6 AM

FIG. 14

3 CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Publication MSI Print Edit

Address http://t1cus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

Travelers Property Casualty  
A member of Travelers

**CDE Determinants - Initial Page**

Producer: Customer: Paula April Upgrade

Rating State: CT IFS: MVR: CLUE

Office Code: Policy#/Type: IFS Rec Price:

Rating State: CONNECTICUT Agent Code: 0A7690

Line of Business: AUTO Effective Date: 04 - 21 - 2000

Call Flow Type: RETAIL

Continue

1510

1520

1530

1540

Refresh Quote Policy Resume Flow Print Save/Close

Start Paula M Zanelli Inbox CDE Microsoft Int Microsoft Word Document Microsoft Office Shortcut

FIG. 15

**CDE - Microsoft Internet Explorer provided by Travelers Property Casualty**

Address: <http://tltus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=>

### CDE Determinants - Transaction and Policy Type

**Producer:** \_\_\_\_\_ **Customer:** Paula apriluprade

**Rating State:** CT **IFS:** \_\_\_\_\_

**Office Code:** \_\_\_\_\_ **Policy#/Type:** \_\_\_\_\_ **IFS Rec Price:** \_\_\_\_\_ **MVR:** CLUE

**Rating State:** CONNECTICUT **Agent Code:** 0A7890

**Line of Business:** AUTO **Effective Date:** 04/21/2000

**Call Flow Type:** RETAIL

**Transaction Type:** NB QUOTE - GENERAL **Policy Type:** AUTOMOBILE 101

**Policy Term:** 12

**Continue**

**Refresh** **< Quote** **Pol/DL** **Resume Policy** **Print** **Save/Close**

Handwritten annotations: 1650 (next to Rating State), 1660 (next to Policy Type), 1630 (next to Policy Term)

FIG. 16

FOOTED "T49E4B50

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### CDE Determinants - Pricing Level

Producer:	Customer: Paula aprilupgrade	IFS:	MVR:
Office Code:	Rating State: CT	IFS Rec Price:	CLUE:
	Policy# / Type:		

Rating State:	CONNECTICUT	Agent Code:	0A7890
Line of Business:	AUTO	Effective Date:	04/21/2000
Call Flow Type:	RETAIL	Policy Type:	AUTOMOBILE 101
Transaction Type:	NB QUOTE - GENERAL		
Policy Term:	12		
Premium Level:	RETAIL (A) NOT EDGE	Pricing Level:	ECO-ECONOMY

1700

1710

1730

Refresh Quote Policy Assume Flow Rate Save/Close

Start Paula M Zanetti CDE Microsoft Microsoft Word Microsoft Office Excel Outlook Internet Mail

FIG. 17

FOOTED "THES4850"

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://lclm4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### CDE Determinants

Producer: Customer: Paula aprilupgrade  
Rating State: CT  
Office Code: Policy#/Type: IFS: IFS Rec Price: MVR: CLUE

Rating State: CONNECTICUT Agent Code: 0A7890  
Line of Business: AUTO Effective Date: 04/21/2000  
Call Flow Type: RETAIL  
Transaction Type: NB QUOTE - GENERAL Policy Type: AUTOMOBILE 101  
Policy Term: 12  
Premium Level: RETAIL (A) NOT EDGE Pricing Level: ECO-ECONOMY

Original Quote Date: 04 - 20 - 2000 Reference Date: 04 - 20 - 2000  
Original Effective Date: - - -  
Agent Customer Number: Agent Sub Code:

Agent Name: RETAIL TEST - NO OUTPUT 1830

Refresh < Quote Policy/Dtl Resume Flow Policy Save/Close

FIG. 18A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://lclm4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### CDE Determinants

Rating State: CONNECTICUT Agent Code: 0A7890  
Line of Business: AUTO Effective Date: 04/21/2000  
Call Flow Type: RETAIL  
Transaction Type: NB ISSUE Policy Type: AUTO 101  
Policy Term: 12  
Premium Level: RETAIL (A) NOT EDGE Pricing Level: ECO-ECONOMY

Original Quote Date: 04 - 20 - 2000 Reference Date: 04 - 20 - 2000  
Original Effective Date: - - -  
Agent Customer Number: Agent Sub Code:

Agent Name: RETAIL TEST - NO OUTPUT

Market Indicator:	A	Reporting Office:	948
Service Indicator:	A	Service Office:	948
Company Code:	PHOENIX INSURANCE COMPANY	Branch Code:	207

Refresh < Quote Policy/Dtl Resume Flow Policy Save/Close

FIG. 18B

090434-03001

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Policy Detail

Producer: 0A7890      Customer: PAULA APRILUPGRADE  
RETAIL TEST - NO OUTPUT      Rating State: CT      IFS: ELIGIBLE      MVR: CLUE  
Office Code: 948      Policy #: Type: AUTO 101      IFS Rec Price:

#### Named Insured and Mailing Address

First Name: PAULA  
Last Name: APRILUPGRADE  
Street: 1 TOWER SQ  
City: GLASTONBURY  
County: HARTFORD  
State: CONNECTICUT      Zip/Postal: 06033  
Social Security #:   
  
☐ Residence Address (if different from Mailing Address)  
☐ Previous Address (within last 6 months)  
☒ IFS Report has already been obtained

Refresh      < Determin      Eligibility >      Resume Policy      Print      Save/Close

FIG. 19A 1970

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

☐ Previous Address (within last 6 months)  
☒ IFS Report has already been obtained

IFS Source: TRANSUNION      IFS: ELIGIBLE  
Reason Code:   
  
IFS Recommended Price:   
  

#### Policy Credits/Surcharges

☐ Account Credit

Companion Policy Numbers:   
Auto Policy Numbers:   
  
Refresh      < Determin      Eligibility >      Resume Policy      Print      Save/Close

09843841 081001  
T00T80 T484860

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

TravelersPropertyCasualty  
Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants  
Policy/Quote Detail  
Insured Name  
Mailing Address  
Policy Credits/Surc  
Eligibility  
Vehicle Information  
Operator Information  
Loss Information  
Coverage Limits  
Endorsements Information  
Additional Interests  
Billing Information  
Miscellaneous Information  
Errors/Rating Messages  
Rating Results  
Notepad Information  
Destination/Quota

IFS Source TRANSUNION IFS ELIGIBLE

Reason Code

IFS Recommended Price

Policy Credits/Surcharges

Account Credit

Companion Policy Numbers

Auto Policy Numbers

Homeowner Policy Numbers

Other Policy Numbers

Refresh Determ Eligibility Estimate Flow Rate Save/Close

Start P. Zanetti Microsoft Word Microsoft Office CDE Microsoft

3/20/2000 3:55 PM

FIG. 19C



CDE - Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Travelers Property Casualty**  
A member of CNA

**Policy Eligibility**

Producer: 0A7890 Customer: PAULA APRILUPGRADE

RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVR: CLUE:  
Office Code: 948 Policy#/Type: AUTO 101 IFS Rec Price:

**Prior Insurance Information**

Current Carrier [NONE OR UNKNOWN]

Number of Years Applicant Known by Agent [ ]

Prior Carrier is Non-Standard [N]

Policy has been Cancelled, Declined, or Non-Renewed [N]

**Eligibility Information**

**Eligibility Questions:**

ARE ANY OF YOUR VEHICLES USED FOR BUSINESS OR FARMING? [N]

DO ANY OF YOUR VEHICLES HAVE EXISTING/UNREPAIRED DAMAGE? [N]

DOES ANY OPERATOR IN YOUR HOUSEHOLD CURRENTLY HOLD A LICENSE?

Refresh Policy Vehicles Recall Page Save/Close

Start Paula M Zanetti Microsoft Word Microsoft Office S... CDE - Microso... 3:55 PM

FIG. 20A

FIG. 20B

09043241-081001  
T00180-1424860

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Taskbar Net Print Edit

Address http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Vehicle - Determinants

Producer: 0A7890 Customer: PAULA APRILUPGRADE  
RETAIL TEST - NO OUTPUT Rating State: CT  
Office Code: 948 Policy #: Type: AUTO 101 IFS Rec Price: IFS: ELIGIBLE MVR: CLUE

Year	Make	Model	VIN	Annual Miles	Miles One-Way	Days/Yr
1996	JEEP	CHEROKEE CD	1J4G68*1U75818	11000		

Vehicle #

Year Vehicle Make VIN

Control Cancel

Refresh Eligibility Operator Resume Flow Paid Save/Close

Start Paula M Zanetti Microsoft Word Microsoft Office S CDE - Microsoft W 8:28:53 3/27/2000

FIG. 21



CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Operator Information**

Producer: 0A7890 Customer: PAULA APRILUPGRADE  
 RETAIL TEST - NO OUTPUT Rating State: CT  
 Office Code: 948 Policy#: / Type: AUTO 101 IFS Rec Price: IFS: ELIGIBLE MVR: CLUE

First Name	Last Name	Date Of Birth	License Number
Paula	Aprilupgrade	06/03/1966	57647658

Role: Driver

**Driver**

\* LAST NAME: \_\_\_\_\_ \* FIRST NAME: \_\_\_\_\_  
 \* DATE OF BIRTH: \_\_\_\_/\_\_\_\_/\_\_\_\_ DRIVER AGE: \_\_\_\_\_  
 \* GENDER: \_\_\_\_\_ \* MARITAL STATUS: \_\_\_\_\_  
 \* LICENSE NUMBER: \_\_\_\_\_ \* LICENSE STATE: \_\_\_\_\_

Refresh Vehicles Percent Use Resume Flow Page Save/Close

FIG. 23A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Driver**

\* LAST NAME: \_\_\_\_\_ \* FIRST NAME: \_\_\_\_\_  
 \* DATE OF BIRTH: \_\_\_\_/\_\_\_\_/\_\_\_\_ DRIVER AGE: \_\_\_\_\_  
 \* GENDER: \_\_\_\_\_ \* MARITAL STATUS: \_\_\_\_\_  
 \* LICENSE NUMBER: \_\_\_\_\_ \* LICENSE STATE: \_\_\_\_\_  
 YEARS LICENSED <4 \_\_\_\_\_ ☐ STUDENT OPERATOR  
☐ DRIVER TRAINING ☐ DEFENSIVE DRIVER COURSE  
 \* RELATIONSHIP: APPLICANT OCCUPATION: \_\_\_\_\_  
☐ OPER INSURED ELSEWHERE ☐ SPLIT RISK

\* INDICATES FIELD IS REQUIRED.

Add Driver Merge Delete

Refresh Vehicles Percent Use Resume Flow Page Save/Close

FOOTED 7484350

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorite Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Exit

Address http://luc1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**TravelersPropertyCasualty**

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants  
Policy/Quote Detail  
Insured Name  
Mailing Address  
Policy Credits/Surc  
Eligibility  
Current Carrier (Prio)  
Underwriting Inform  
Vehicle Information  
Vehicles  
Operator Information  
Operator Information  
Percent of Use  
Accident/Violations  
Loss Information  
Coverage Limits  
Endorsements Informa

**Percentage Of Use**

Producer: 0A7890 Customer: PAULA APRILUPGRADE  
RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVR: CLUE  
Office Code: 948 Policy#: Type: AUTO 101 IFS Rec Price: -

Operator License Number 1998 JEEP CHEROKE CO 175818  
paula aprilupgrade 57647658 100 ~2410

Refresh Operator Acc Viol Resume Fld Page Save/Close

Internet zone

Start Paula M Zanetti Inbox Microsoft Word tran.doc CDE Microsoft Inte Microsoft Office Shortcut 4:25 PM 4/03 PM

2400

~2480

FIG. 24

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Coverages

Producer: 0A7890 Customer: PAULA APRILUPGRADE  
 RETAIL TEST - NO OUTPUT Rating State: CT  
 Office Code: 948 Policy#: Type: AUTO 101 IFS: ELIGIBLE MVR: CLUE

Coverages	1996 JEEP CHEROKEE CO
BODILY INJURY	100000/300000 CT - BODILY INJURY
PROPERTY DAMAGE	10000 CT - PROPERTY DAMAGE
BRB	
ABRB	
MEDICAL PAYMENT	500 CT - MEDICAL PAYMENTS
UM/UND MOT BODILY INJURY	100000/300000 CT - UM/UND BI SPLIT-CONVERSION
COMPREHENSIVE DED	200 COMP DED-WITH GLASS
COLLISION DED	200 COLL DED
TOWING	
ETE	
COMP - LOAN/LEASE GAP	N

☒ Same Liability Coverage For All Cars

1996 JEEP CHEROKEE CO

BODILY INJURY 100000/300000 CT - BODILY INJURY

PROPERTY DAMAGE

Refresh Acc/Viol Endorse Resume Flow Rate Save/Close

Start Paula M Zanetti Inbox Microsoft Word Microsoft Internet Explorer Microsoft Office Shortcuts 3:27 PM 4/20/00

FIG. 25A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Coverages

Producer: 0A7890 Customer: PAULA APRILUPGRADE  
 RETAIL TEST - NO OUTPUT Rating State: CT  
 Office Code: 948 Policy#: Type: AUTO 101 IFS: ELIGIBLE MVR: CLUE

Coverages	1996 JEEP CHEROKEE CO
BODILY INJURY	100000/300000 CT - BODILY INJURY
PROPERTY DAMAGE	10000 CT - PROPERTY DAMAGE
BRB	
ABRB	
MEDICAL PAYMENT	500 CT - MEDICAL PAYMENTS
UM/UND MOT BODILY INJURY	100000/300000 CT - UM/UND BI SPLIT-CONVERSION
COMPREHENSIVE DED	200 COMP DED-WITH GLASS
COLLISION DED	200 COLL DED
TOWING	
ETE	
COMP - LOAN/LEASE GAP	
COLL-LOAN/LEASE GAP	

Refresh Acc/Viol Endorse Resume Flow Rate Save/Close

Start Paula M Zanetti Inbox Microsoft Word Microsoft Internet Explorer Microsoft Office Shortcuts 3:27 PM 4/20/00

FIG. 25B

FOOTED "T48E4860

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channel Fullscreen Mail Print

Address http://ncus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Travelers Property Casualty**

**Billing**

Producer: 0A7890 Customer: PAULA APRILUPGRADE  
RETAIL TEST - NO OUTPUT Rating State: CT  
Office Code: 948 Policy#: Type: AUTO 101 IFS: ELIGIBLE MVR: CLUE

Policy/Quote Detail  
✓ Insured Name  
Mailing Address  
Policy Credits/Surc  
Eligibility  
✓ Current Carrier (Prio)  
Underwriting Inform  
Vehicle Information  
✓ Vehicles  
Operator Information  
✓ Operator Informatio  
Percent of Use  
Accident/Violations  
Loss Information  
Coverage Limits  
✓ Liability/Physical D.  
Endorsements Informati  
Additional Interests  
Billing Information  
➔ Billing  
Miscellaneous Informati  
Errors/Rating Messages  
Rating Results  
Notepad Information

Bill Plan: INSTALLMENT - INSURED  
Downpayment Amount: 0 00  
Sweep Indicator: No  
ABS Account Number:  
Agency Customer Number:  
Sub Producer Code:  
MM Special Producer Code:

Refresh Add Int Misc Resume Flow Print Save/Close

Done Internet zone

Start Paula M Zanetti Inbox Microsoft Word train.doc ETCDE Microsoft Inte Microsoft Office Shortcuts 4:04 PM

FIG. 26

**CDE - Microsoft Internet Explorer provided by Travelers Property Casualty**

Address: http://lncus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Rating Results

Producer: 0a7890 Customer: PAULA APRILUPGRADE  
 RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE  
 Office Code: 948 Policy#: Type: AUTOMOBILE 101 IFS Rec Price: **MVR: CLUE**

Quote Date: 05/17/00 Policy Effective Date: 04/21/00  
 Company: PHX Price: ECO

COVERAGE OPTION	LIMIT OR Deductible	96JEEP CHEROKE C
Split Limits (BI)	100/300	321.00
UM & UND Conversion	100/300	241.00
Property Damage Comprehensive	10,000	99.00
Collision	200 FG	126.00
Medical Payments	200 DED	312.00
	500	23.00
Per Vehicle Total(s):		1122.00
12-Mo. Total:		\$1122.00

**Information to Close**

Refresh Misc Resume Flow Rate Save/Close

Start Paula M Zanetti CDE - Microsoft Word Microsoft Office S eKraCh Instant M 11:55 AM

FIG. 27A

**CDE - Microsoft Internet Explorer provided by Travelers Property Casualty**

Address: http://lncus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Information to Close

Effective Date: 04/21/2000 Policy Term: 12 Total Premium: 1122  
 Bill Mailed: 06/01 Payment Due On: 06/21 Estimated Days Until Next Cycle: 15

Payment Options	Current Cycle	Next Cycle
<b>EFT BILLING</b>		
Installment Amount	\$95.50 09 Installments	\$95.50 08 Installments
EFT Charge	2.00	
<b>INSTALLMENT PLAN</b>		
Minimum Downpayment	284.50 25.00% Required	377.96 33.33% Required
Installments	97.50 09 Installments	97.50 08 Installments
Installment Charge	4.00	

View IFS Information View Pricing Details Proceed to Issue

Refresh Misc Resume Flow Rate Save/Close

Start Paula M Zanetti CDE - Microsoft Word Microsoft Office S eKraCh Instant M 11:55 AM

FIG. 27B

P. Zanetti  
4/2000



00043841.001001

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print IEA

Address: http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### CDE Determinants - Initial Page

TravelersPropertyCasualty  
A member of Travelers

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants

Producer: Customer: PAULA APRILHOUFGRADE  
Rating State: CT IFS: MVR: CLUE  
Office Code: Policy#: Type: IFS Rec Price:

Rating State: CONNECTICUT Agent Code: 0A7890  
Line of Business: HOMEOWNERS Effective Date: 04 21 2000  
Call Flow Type: RETAIL

Continue

Refresh Quote Policy Policy Flow Rate Save/Close

Start Paula M Zanetti Inbox Microsoft Word - train.doc CDE - Microsoft Internet Explorer Microsoft Office - Shortcuts 3:20:53 PM

FIG. 28

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print IEA

Address: http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### CDE Determinants - Transaction and Policy Type

TravelersPropertyCasualty  
A member of Travelers

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants

Producer: Customer: PAULA APRILHOUFGRADE  
Rating State: CT IFS: MVR: CLUE  
Office Code: Policy#: Type: IFS Rec Price:

Rating State: CONNECTICUT Agent Code: 0A7890  
Line of Business: HOMEOWNERS Effective Date: 04/21/2000  
Call Flow Type: RETAIL  
Transaction Type: NB ISSUE - GENERAL Policy Type: HOME SPECIAL (633)  
Policy Term: 12 HOME SPECIAL (633)  
HOME TENANT (634)  
HOME CONDO (636)

Continue

Refresh Quote Policy Policy Flow Rate Save/Close

Start Paula M Zanetti Inbox Microsoft Word - train.doc CDE - Microsoft Internet Explorer Microsoft Office - Shortcuts 3:22:53 PM

FIG. 29

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### CDE Determinants - Premium Level

**Producer:** Customer: PAULA APRILHOUPGRADE  
**Rating State:** CT  
**Office Code:** IFS: IFS Rec Price: MVR: CLUE:

**Rating State:** CONNECTICUT  
**Line of Business:** HOMEOWNERS  
**Call Flow Type:** RETAIL  
**Transaction Type:** NB ISSUE - GENERAL  
**Policy Terms:** 12  
**Premium Level:** RETAIL A-01

**Agent Code:** 0A7890  
**Effective Date:** 04/21/2000  
**Policy Type:** HOME SPECIAL (633)

~3000

~3010

Continue

Refresh Quote Paid Resume Flow Print Save/Close

Start Paula M Zanetti Inbox Microsoft Word: ram.doc CDE - Microsoft Inte Microsoft Office Shortcuts 4:08 PM

FIG. 30

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### CDE Determinants - Pricing Level

**Producer:** Customer: PAULA APRILHOUPGRADE  
**Rating State:** CT  
**Office Code:** IFS: IFS Rec Price: MVR: CLUE:

**Rating State:** CONNECTICUT  
**Line of Business:** HOMEOWNERS  
**Call Flow Type:** RETAIL  
**Transaction Type:** NB ISSUE - GENERAL  
**Policy Terms:** 12  
**Premium Level:** RETAIL A-01

**Agent Code:** 0A7890  
**Effective Date:** 04/21/2000  
**Policy Type:** HOME SPECIAL (633)

**Pricing Level:** NO TIER

Continue

Refresh Quote Paid Resume Flow Print Save/Close

Start Paula M Zanetti Inbox Microsoft Word: ram.doc CDE - Microsoft Inte Microsoft Office Shortcuts 4:09 PM

P. Zanetti  
4/2000

FIG. 31

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Favorites Print

Address http://tlcst1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

TravelersPropertyCasualty

Workstation

Policy Writing

Utilities

Customer Selection

Customer Information

Policy/Quote Selection

Policy

Determinants

Policy/Quote Detail

Eligibility

Home Information

Replacement Cost Information

Coverage Limits

Loss Information

Endorsement Information

Additional Interests (Mortg.)

Billing Information

Miscellaneous Information

Errors/Rating Messages

Rating Results

Notepad Information

Derivations/Overrides

CDE Determinants

Producer:

Customer: PAULA APRILHOUPGRADE

Rating State: CT

Policy#: Type:

Office Code:

IFS:

IFS Rec Price:

MVB: CLUE

Rating State: CONNECTICUT

Agent Code: 0A7890

Line of Business: HOMEOWNERS

Effective Date: 8/21/2000

Cell Flow Type: RETAIL

Transaction Type: NB ISSUE - GENERAL

Policy Type: HOME SPECIAL (633)

Policy Term: 12

Premium Level: RETAIL A-01

Pricing Level: NO TIER

Original Quote Date 04 - 20 - 2000

Reference Date 04 - 21 - 2000

Original Effective Date 04 - 21 - 2000

Agent Customer Number

Agent Sub Code

Agent Name: RETAIL TEST - NO OUTPUT

Refresh

Quote

Policy

Resume Policy

Print

Save/Close

Start

Paula M Zanetti - Inbo

Microsoft Word - tan.doc

CDE - Microsoft Inte

Microsoft Office Sp

Microsoft Office Sp

Microsoft Office Sp

FIG. 32A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Tools

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://tltus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Travelers Property Casualty**  
A member of Group-T

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants  
Policy/Quote Detail  
Eligibility  
Home Information  
Replacement Cost Information  
Coverage Limits  
Loss Information  
Endorsement Information  
Additional Interests (Mortg.  
Billing Information  
Miscellaneous Information  
Errors/Rating Messages  
Rating Results  
Notepad Information  
Derivations/Overrides

**Rating State:** CONNECTICUT  
**Line of Business:** HOMEOWNERS  
**Call Flow Type:** RETAIL  
**Transaction Type:** NB ISSUE - GENERAL  
**Policy Term:** 12  
**Premium Level:** RETAIL A-01  
**Agent Code:** 0A7890  
**Effective Date:** 04/21/2000  
**Policy Type:** HOME SPECIAL (633)  
**Pricing Level:** NO TIER

**Original Quote Date:** 04 - 20 - 2000  
**Reference Date:** 04 - 21 - 2000  
**Original Effective Date:** 04 - 21 - 2000  
**Agent Customer Number:**   
**Agent Sub Code:**

<b>Agent Name:</b> RETAIL TEST - NO OUTPUT	
<b>Market Indicator:</b> A	<b>Reporting Office:</b> 948
<b>Service Indicator:</b>	<b>Service Office:</b> 948
<b>Company Code:</b> NO WRITING COMPANY	<b>Branch Code:</b> 207

Refresh Print Quotes Policy/Info Premiums Rates Save/Close

Start Paul M 2 sheet nback Microsoft Word: ten.doc CDE: Microsoft Inte Microsoft Office Shortcut 5:10 PM

P. Zanetti  
4/2000

FIG. 32B

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://luc1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Policy Detail

Producer: DA7890      Customer: PAULA APRILHOUPE  
 RETAIL TEST - NO OUTPUT      Rating State: CT      IFS: ELIGIBLE      MVR:  
 Office Code: 948      Policy#/Type: HOME SPECIAL      IFS Rec Price:      CLUE:

#### Named Insured and Mailing Address

Name: PAULA APRILHOUPE  
 Name Cont: \_\_\_\_\_  
 Street: 1 TOWER SQ  
 City: GLASTONBURY  
 County: HARTFORD  
 State: CONNECTICUT      Zip/Postal: 06033  
 Social Security #: 457 86 8758

☐ Residence Address (if different from Mailing Address)  
☐ Previous Address (within last 6 months)  
☒ IFS Report has already been obtained

Refresh      < Determin      Eligibility      Assume Policy      Save/Close

Start      Paula M Zanetti      Microsoft Word      CDE - Microsoft      Microsoft Office S      4/20/00 5:33 PM

FIG. 33A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://luc1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Policy Detail

☐ Previous Address (within last 6 months)  
☒ IFS Report has already been obtained

IFS Source: \_\_\_\_\_      IFS: \_\_\_\_\_  
 Reason Code: \_\_\_\_\_      NO DESCRIPTION AVAILABLE

IFS Recommended Price  
 Numeric Score: \_\_\_\_\_

#### Policy Credits/Surcharges

☐ Account Credit  
☐ Association Credit  
☐ Non-Smoking Household Credit  
☐ Prime Time Credit

Refresh      < Determin      Eligibility      Assume Policy      Save/Close

Start      Paula M Zanetti      Microsoft Word      CDE - Microsoft      Microsoft Office S      4/20/00 5:33 PM

P. Zanetti  
4/2000

FIG. 33B

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address <http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=>

**Travelers Property Casualty**  
A member of CNA

☐ Policy Writing  
☐ Utilities  
☒ Customer Selection  
☒ Customer Information  
☒ Policy/Quote Selection  
☐ Policy  
☒ Determinants  
☐ Policy/Quote Detail  
☒ Insured Name  
☐ Mailing Address  
☐ Policy Credits/Surcharge  
☐ Eligibility  
☐ Home Information  
☐ Replacement Cost Information  
☐ Coverage Limits  
☐ Loss Information  
☐ Endorsement Information  
☐ Additional Interests (Miscellaneous)  
☐ Billing Information  
☐ Miscellaneous Information  
☐ Errors/Rating Messages  
☐ Rating Results  
☐ Notepad Information  
☐ Derivations/Overrides

**Association Credit**

☐ Non-Smoking Household Credit  
☐ Prime Time Credit  
☐ Neighborhood Home & Safety Program  
☐ Deadbolt Credit  
☐ Smoke Detector  
☐ Sensa Dura Phone  
☐ Fire Extinguisher

Doorman Guard Code

Burglar Alarm Code

Fire Alarm Code

Sprinkler Code

**Companion Policy Numbers**

Auto Policy Numbers

Homeowner Policy Numbers

Other Policy Numbers

Refresh < Determinants Eligibility > Resume Flow Issues Save/Close

Start Paula M Zanetti Microsoft Word CDE - Micro Microsoft Office 11:55 PM

P. Zanetti  
4/2000

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Full Screen Mail Print Exit

Address http://tous1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Policy Eligibility**

Producer: 0A7890 Customer: PAULA APRILHOUPGRADE

RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVR: **CLUE**

Office Code: 948 Policy# / Type: HOME SPECIAL [633] IFS Rec Price:

**Prior Insurance Information**

Current Carrier

Prior Carrier is Non-Standard

Policy has been Cancelled, Declined, or Non-Renewed

**Eligibility Information**

Eligibility Questions:

DO YOU HAVE AN UNFENCED POOL OR TRAMPOLINE?

DO YOU HAVE MORE THAN THREE MORTGAGEES?

DO YOU CURRENTLY OWN ANY OTHER HOMES THAT ARE NOT INSURED?

Refresh Pol/Dtl Residence? Resume Flow Save/Close

Start Paula M Zanetti Inbox Microsoft Word - strandoc CDE - Microsoft Info Microsoft Office - Shortcut

FIG. 34A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Full Screen Mail Print Exit

Address http://tous1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Eligibility Information**

Eligibility Questions:

DO YOU HAVE AN UNFENCED POOL OR TRAMPOLINE?

DO YOU HAVE MORE THAN THREE MORTGAGEES?

DO YOU CURRENTLY OWN ANY OTHER HOMES THAT ARE NOT INSURED?

DO YOU CONDUCT BUSINESS ON THE PREMISES (E.G., FARMING, DAYCARE, SALON, ETC)?

IS THE RESIDENCE AN OWNER OCCUPIED 2 FAMILY DWLG BUILT BEFORE 1970, W/ CHILDREN UNDER AGE 6 IN THE OTHER UNIT?

IS THE RESIDENCE UNDER CONSTRUCTION AND DOES THE DATE OF COMPLETION EXCEED 90 DAYS?

HAS YOUR PROPERTY INSURANCE BEEN DECLINED, CANCELLED, OR NONRENEWED IN THE PAST 3 YEARS?

IS THE RESIDENCE A MOBILE OR MANUFACTURED HOME?

IS THE HOME VACANT OR FOR SALE?

DO YOU CURRENTLY OWN AN ANIMAL THAT HAS EVER CAUSED INJURY?

Refresh Pol/Dtl Residence? Resume Flow Save/Close

Start Paula M Zanetti Inbox Microsoft Word - strandoc CDE - Microsoft Info Microsoft Office - Shortcut

FIG. 34B

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://t1cus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Residence Information**

Producer: 0A7890 Customer: PAULA APRILHOUPGRADE  
 RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVR: CLUE  
 Office Code: 948 Policy#/Type: HOME SPECIAL IFS Rec Price: [633]

**Residence Information**

\* CONSTRUCTION TYPE: BRICK STONE MASONRY \* OCCUPANCY: 1 FAMILY  
 \* YEAR BUILT: 1996 \* TERRITORY: 6  
☐ RENOVATION DATES (MAND. 30+ YRS) \* FEET FROM HYDRANT: 800  
 \* RESIDENCE TYPE: PRIMARY \* MILES FROM FIRE DEPARTMENT: 2  
☐ SEASONAL DWELLING \* PLACE CODE: 260  
 \* PROTECTION CLASS: 4 \* PROTECTION CLASS CODE: P CLASS = 04  
 NO. OF RESIDENCE EMPLOYEES: \* ALTERNATE HEAT TYPE: NONE  
☒ APPROVED ROOF ☐ STORM SHUTTER

Refresh Eligibility RepCost Resume Flow Issue Save/Close

FIG. 35A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://t1cus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**SEASONAL DWELLING**

\* PROTECTION CLASS: 4 \* PROTECTION CLASS CODE: P CLASS = 04  
 NO. OF RESIDENCE EMPLOYEES: \* ALTERNATE HEAT TYPE: NONE  
☒ APPROVED ROOF ☐ STORM SHUTTER  
 FEET FROM SEACAST: ELEVATION (FT) ABOVE WATER:  
☐ SEA WALL PROTECTION ☐ NATURAL BARRIER PROTECTION  
☐ FLOOD INSURANCE

\* INDICATES FIELD IS REQUIRED.

**RESIDENCE PREMISES ADDRESS**

Street: 1 TOWER SQ  
 City: GLASTONBURY  
 State: CONNECTICUT Zip/Postal: 06033

Refresh Eligibility RepCost Resume Flow Issue Save/Close

P. Zanetti  
4/2000

FIG. 35B

FOOTED "THREES"

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Exit

Address http://tcs1m4-pl.travelers.com/cde/CDEMain.asp?vWelcomeURL=

**Travelers Property Casualty**

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants  
Policy/Quote Detail  
Insured Name  
Mailing Address  
Policy Credits/Surc  
Eligibility  
Current Carrier (Prior)  
Underwriting Information  
Home Information  
Residence Information  
Replacement Cost Information  
Replacement Cost  
Coverage Limits  
Loss Information  
Endorsement Information  
Additional Interests (Misc)  
Billing Information

**Replacement Cost**

Producer: DA7890 Customer: PAULA APRILHOUPGRADE  
RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVR  
Office Code: 948 Policy#/Type: HOME SPECIAL IFS Rec Price: CLUE  
(633)

**Replacement Cost**

MARKET VALUE 145000 \* CONSTRUCTION QUALITY 8.5 - STANDARD (1981)

\* CALCULATION METHOD MANUAL SQ FOOT REPAIRMENT COST AMT 145000

\* INDICATES FIELD IS REQUIRED.

Refresh Residence Loss Resume Flow Save Save/Close

Start Paula M Zanetti Microsoft Word CDE - Microsoft Office 3:23:23 PM

FIG. 36



CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Exit

Address http://luc1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Coverages**

Producer: 0A7890 Customer: PAULA APRILHOUPGRADE  
 RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVR: CLUE:  
 Office Code: 948 Policy#/Type: HOME SPECIAL IFS Rec Price: [633]

**DEDUCTIBLE** 500 DEDUCTIBLE

WINDSTORM/HURRICANE DED

SPECIAL THEFT DEDUCTIBLE

A - DWELLING LIMIT 145000

B - OTHER STRUCTURES

C - PERSONAL PROPERTY

D - LOSS OF USE

E - LIABILITY 100000 PERSONAL LIAB - COV E

Refresh < Loss > Endorse > Resume Flow Login Save/Close

Start Paula M Zanetti Microsoft Word CDE Microsoft Microsoft Office S 8:59:58 PM

FCG. 37A

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Exit

Address http://luc1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**Coverages**

Producer: 0A7890 Customer: PAULA APRILHOUPGRADE  
 RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVR: CLUE:  
 Office Code: 948 Policy#/Type: HOME SPECIAL IFS Rec Price: [633]

**DEDUCTIBLE** 500 DEDUCTIBLE

WINDSTORM/HURRICANE DED

SPECIAL THEFT DEDUCTIBLE

A - DWELLING LIMIT 145000

B - OTHER STRUCTURES

C - PERSONAL PROPERTY

D - LOSS OF USE

E - LIABILITY 100000 PERSONAL LIAB - COV E

F - MEDICAL PAYMENTS 1000 MEDICAL PAYMENTS TO OTHERS - COVERAGE F

Refresh < Loss > Endorse > Resume Flow Login Save/Close

Start Paula M Zanetti Microsoft Word CDE Microsoft Microsoft Office S 8:59:58 PM

P. Zanetti  
4/2000

FCG. 37B

09343841.081001

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Messenger Mail Print Run

Address http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

**TravelersPropertyCasualty**

**Endorsements**

Producer: DA7890 Customer: PAULA APRILHOUPGRADE  
RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVR: CLUE  
Office Code: 948 Policy#/Type: HOME SPECIAL (633) IFS Rec Price:

3800

**Available**

Endorsements	Trv
ADDTL COV END'T (ACE)	55621
ADDTL RES RENT TO O...	HO-70
BUILDING ORDINANCE ...	HA-277
BUSINESS PROPERTY L...	58146
BUSINESS PURSUITS	HO-71
CONTENTS REPLACEM...	56494
COVERAGE C - INCREA...	HO-65
CREDIT CARD, FUNDS ...	HA-53
DWELLING UNDER CO...	58102
EARTHQUAKE	HA-54
FIRE DEPT SERVICE CH...	55789
HIGH VALUE HOME EN...	57000

**Selected**

Endorsements	Trv
--------------	-----

Refresh Coverage Add Int Resume Flow Issue Save/Close

Start Paula M Zanetti Microsoft Word CDE Microsoft Office S

FIG. 38

CDE - Microsoft Internet Explorer provided by Travelers Property Casualty

Address: http://tlcus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

## Billing

Producer: 0A7890 Customer: PAULA APRILHOUPGRADE

RETAIL TEST - NO OUTPUT Rating State: CT IFS-ELIGIBLE MVR  
Office Code: 948 Policy#/Type: HOME SPECIAL (633) IFS Rec Price: CLUE:

**Bill Plan**  
INSTALLMENT-INSURED (NO DOWNPAYMENT)

**Downpayment Amount**  
0.00

**Sweep Indicator**  
No

**ABS Account Number**  
\_\_\_\_\_

**Billing Last Name & First Initial**  
APRILHOUPGRADE,P

**Full Billing Name**  
\_\_\_\_\_

**Agency Customer Number**  
\_\_\_\_\_

**Sub Producer Code**  
\_\_\_\_\_

**MM Special Producer Code**  
\_\_\_\_\_

**Navigation Menu:**  
 Policy/Quote Detail  
 Insured Name  
 Mailing Address  
 Policy Credits/Suro  
 Eligibility  
 Current Carrier (Prior)  
 Underwriting Inform  
 Home Information  
 Residence Informa  
 Replacement Cost Infor  
 Replacement Cost  
 Coverage Limits  
 Coverages  
 Deductible  
 Loss Information  
 Endorsement Information  
 Endorsements  
 Additional Interests (Misc)  
 Billing Information  
 Billing  
 Miscellaneous Information  
 Errors/Rating Messages  
 Rating Results  
 Notepad Information  
 Definitions/Code

Refresh Add/Print Misc Resume Flow Log Save/Close

Contents/comments (working with the selected items)

Start Paula M Zanetti 10: Microsoft Word CDE - Micro Microsoft Office S 12:05:41 PM

P. Zanetti  
4/2000

100130 "14847360

**CDE - Microsoft Internet Explorer provided by Travelers Property Casualty**

Address: http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Rating Results

Producer: 0a7890 Customer: paula aprilhougrade  
RETAIL TEST - NO OUTPUT Rating State: CT IFS: ELIGIBLE MVB: CLUE  
Office Code: 948 Policy# / Type: HOME SPECIAL IFS Rec Price: [633]

**\$500 DEDUCTIBLE**

COVERAGE	LIMIT	PREMIUM	DISCOUNTS APPLIED
Dwelling	\$ 145000	\$ 423	New Home \$ -63
Other Structures	14500	INCL	Loss Free Discount -16
Personal Property	72500	INCL	Deductible Discount -47
Loss of Use	29000	INCL	
Personal Liability	100000	INCL	
Medical Payments	1000	INCL	
HA-300 CT		INCL	

ANNUAL POLICY PREMIUM \$ 297.00

Refresh < Misc > RESUME FROM > > > Save/Close

FIG. 40A

**CDE - Microsoft Internet Explorer provided by Travelers Property Casualty**

Address: http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=

### Information to Close

Effective Date: 04/21/2000 Policy Term: 12 Total Premium: 297  
Bill Mailed Approximately: 06/01 Payment Due On: 06/21 Estimated Days Until Next Cycle: 15

Payment Options	Current Cycle	Next Cycle
<b>EFT BILLING</b>		
Installment Amount	\$26.75 09 Installments	\$26.75 08 Installments
EFT Charge	2.00	
<b>INSTALLMENT PLAN</b>		
Minimum Downpayment	78.25 25.00% Required	102.99 33.33% Required
Installments	28.75 09 Installments	28.75 08 Installments
Installment Charge		

View IFS Information View Pricing Details > > > Save/Close

P. Zanetti  
4/2000

12

FIG. 40B

09043841-081001  
FOOTED 748E4860

File Edit View Go Favorites Help

Address http://tltus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://tltus1m4-pl.portal.travelers.com/welcome.asp

### CDE Determinants - Initial Page

Travellers Property Casualty  
An member of Citicorp

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants

Producer: Office Code: Customer: TEST LARGEYACHT  
Rating State: CT Policy# / Type: IFS: IFS Rec Price: MVR: CLUE:

Rating State: CONNECTICUT Agent Code: 0HL545  
Line of Business: BOAT Effective Date: 11 2000  
Call Flow Type: RETAIL

Continue

Refresh < Quote Policy > Rescind Flow Rate Save/Close

Start Microsoft Active Microsoft EXPLORER Kahanen/ocka-1m4 Microsoft Word Dp- FYCDE Microsoft 12/21/2001

FIG. 41

FOOTED" T48E4860

File Edit View Go Favorites Help

Address: <http://tclus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://tclus1m4-pl.portal.travelers.com/welcome.asp>

### CDE Determinants - Transaction and Policy Type

**Travelers Property Casualty**  
An entity of Travelers

Workstation  
Policy Writing  
☒ Utilities  
☒ Customer Selection  
☒ Customer Information  
☒ Policy/Quote Selection  
☒ Policy  
☒ Determinants

**Producer:** Customer: TEST LARGEYACHT  
**Rating State:** CT  
**Office Code:** Policy#: /Type: IFS: MVR: CLUE:  
IFS Rec Price:

**Rating State:** CONNECTICUT  
**Line of Business:** BOAT  
**Call Flow Type:** RETAIL  
**Transaction Type:** NB QUOTE - GENERAL  
**Policy Type:** YACHT (840)  
**Policy Term:** 12  
**Agent Code:** 0HL545  
**Effective Date:** 04/11/2000

Start OPEN Node Active Microsoft EXPLORER Kathleen Yucka Microsoft Word 2000 Microsoft

FIG. 42

File Edit View Go Favorites Help

Address http://licus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://licus1m4-plportal.travelers.com/welcome.asp

**Travelers Property Casualty**  
SERVICE GROUP

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants  
Policy/Quote Detail  
Vessel Information  
Coverage Limits  
Endorsements Information  
Errors/Rating Messages  
Rating Results  
Notepad Information  
Print

### CDE Determinants

Producer: Customer: TEST LARGEYACHT  
Rating State: CT IFS:  
Office Code: Policy#/Type: IFS Rec Price: MVR:  
CLUE

Rating State: CONNECTICUT Agent Code: 0HL545  
Line of Business: BOAT Effective Date: 04/11/2000  
Call Flow Type: RETAIL  
Transaction Type: NB QUOTE GENERAL Policy Type: YACHT (840)  
Policy Term: 12  
Premium Level: STANDARD (A) Pricing Level: STANDARD

Original Quote Date: 04 10 2000 Reference Date: 04 10 2000  
Original Effective Date: 04 11 2000  
Agent Customer Number: Agent Sub Code:

Agent Name: HINCKLEY INSURANCE GROUP  
Market Indicator: A Reporting Office: 126  
Service Indicator: Service Office: 558

Refresh < Quote Policy > Resume Flow RFE Save/Close

Start APPN Notepad Active Internet Explorer Kasey's Notebook Microsoft Word CDE Microsoft DVS 1280P

FIG. 43

File Edit View Go Favorites Help

Address: http://lous1m4-pl.travelers.com/cde/CDMain.asp?WelcomeURL=http://lous1m4-pl.portal.travelers.com/welcome.asp

### Policy Detail

Travelers Property Casualty  
An American International Company

Producer: 0HL545      Customer: TEST LARGEYACHT  
HINCKLEY INSURANCE GROUP      Rating State: CT      IFS:      MVR:  
Office Code: 558      Policy#/Type: YACHT (840)      IFS Rec. Price:      CLUE:

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Deleminants  
Policy/Quote Detail  
Insured Name  
Companion Policies  
Eligibility  
Vessel Information  
Operator Information  
Loss Information  
Coverage Limits  
Endorsements Information  
Additional Interests  
Billing Information  
Miscellaneous Information  
Errors/Rating Messages  
Rating Results  
Notepad Information  
Print

#### Named Insured and Mailing Address

First Name	TEST		
Last Name	LARGEYACHT		
Street	111 MAIN STREET		
City	WINDSOR LOCKS		
State	CONNECTICUT	Zip/Postal	06096
Social Security #	345	34	5435

Refresh      < Delemin      Eligibility >      Resume Flow      Issue      Save/Close

Start      HAPPNNode Active      Tethon - EX-PAUL      Katherin Yockablin      Microsoft Word - One      ENODE - Microsoft      EN 12018

FIG. 44



Microsoft Internet Explorer

Address: http://tlcus1m4-pl.travelers.com/cde/CDMain.asp?WelcomeURL=http://tlcus1m4-pl.portal.travelers.com/welcome.asp

**Travelers Property Casualty**  
A member of Travelers

**Policy Eligibility**

Producer: 0HL545      Customer: TEST LARGE YACHT  
 HINCKLEY INSURANCE GROUP      Rating State: CT  
 Office Code: 558      Policy#/Type: YACHT (840)      IFS:      MVR:  
    IFS Rec Price:      CLUE:

**Prior Insurance Information**

Current Carrier: ALLSTATE  
 Expiration Date:      -      -        
 Policy Premium:        
 Number of Years Applicant Known by Agent:        
 Policy has been Cancelled, Declined, or Non-Renewed: **N**

**Eligibility Information**

Eligibility Questions:

Refresh      < Pol/DI      Vessels >      Resume Flow      Rate      Save/Close

Start      MAPPA Node Active      Details: EX RATE      Kaheen Yucka-In      Microsoft Word Doc      ETCDE: Microsoft      12:55P

FIG. 45

Address: http://lms1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://lms1m4-plportal.travelers.com/welcome.asp

## Vessel

Producer: 0HL545      Customer: TEST LARGEYACHT  
 HINCKLEY INSURANCE GROUP      Rating State: CT      IFS:      MVR:  
 Office Code: 558      Policy#/Type: YACHT (840)      IFS Rec Price:      CLUE:

Travelers Property Casualty

- Workstation
- Policy Writing
- Utilities
- ✓ Customer Selection
- Customer Information
- ✓ Policy/Quote Selection
- Policy
- ✓ Determinants
- Policy/Quote Detail
- ✓ Insured Name
- Companion Policies
- Vessel Information
  - ➔ Vessels
- Coverage Limits
- Endorsements Information
- Errors/Rating Messages
- Rating Results
- NotePad Information
- Print

Type:

FIG. 46

Microsoft Internet Explorer  
 Address: http://lhus1m4-pl.travelers.com/cde/CDMain.asp?WelcomeURL=http://lhus1m4-plportal.travelers.com/welcome.asp

**Vessel**

TravelersProperty Casualty  
 At a glance of coverage

Workstation  
☒ Policy Writing  
☒ Utilities  
☒ Customer Selection  
☒ Customer Information  
☒ Policy/Quote Selection  
☒ Policy  
☒ Determinants  
☒ Policy/Quote Detail  
☒ Insured Name  
☒ Companion Policies  
☒ Eligibility  
☒ Current Carrier (Prior)  
☒ Underwriting Information  
☒ Vessel Information  
☒ Vessels  
☒ Operator Information  
☒ Loss Information  
☒ Coverage Limits  
☒ Endorsements Information  
☒ Additional Interests  
☒ Billing Information  
☒ Miscellaneous Information  
☒ Errors/Rating Messages  
☒ Rating Results  
☒ Notepad Information  
☐ Print

Producer: 0HL545      Customer: TEST LARGEYACHT  
 HINCKLEY INSURANCE      Rating State: CT  
 GROUP  
 Office Code: 558      Policy#/Type: YACHT (840)      IFS Rec Price:      MVR:      CLUE:

**LARGE YACHT**

YEAR	1980	TYPE	POWER
SUB TYPE	BASS BOATS	MANUFACTURER	ABBATE
MODEL	MODEL	LENGTH FT	30
LENGTH IN	3	SPEED	22
HORSEPOWER	100	ENGINE TYPE	INBOARD
FUEL TYPE	GAS	SURVEY DATE	
PURCHASE DATE	1/1	PURCHASE AMOUNT	
HULL ID NUMBER	23424234	INLAND / COASTAL	INLAND
NAVIGATIONAL TERRITORY	GREAT LAKES	LAY UP APPLIES	

Refresh      Eligibility      Operator      Resume Flow      Rate      Save/Close

Start      APPN Note      APPN      EXTRN      Kellian      Microsoft Word      Microsoft Word      12552

FIG. 47A

FOOTBO T4843600

File Edit View Go Favorites Help

Address http://lucus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://lucus1m4-pl.portal.travelers.com/welcome.asp

TravelersProperty Casualty

Workstation

Policy Writing

Utilities

Customer Selection

Customer Information

Policy/Quote Selection

Policy

Determinants

Policy/Quote Detail

Insured Name

Companion Policies

Eligibility

Current Carrier (Prior)

Underwriting Information

Vessel Information

Vessels

Operator Information

Loss Information

Coverage Limits

Endorsements Information

Additional Interests

Billing Information

Miscellaneous Information

Errors/Rating Messages

Rating Results

Notepad Information

Print

VAPOR DETECTOR

DEPTH SOUNDER

GPS

ELECTRONIC BURGLAR ALARM

EPIRB

MULTI-OWNER?

NUMBER OF CREW 2

VESSEL NAME

PRIOR VESSEL TYPE

NUMBER OF YEARS OWNED

WINTER MOORING MARINA / LOCATION

AUTOMATIC CO2

RADAR

SHIP TO SHORE RADIO

LASER PLOT

OUTBOARD MOTORS

LICENSED CAPTAIN

RATEABLE CALCULATION

HURRICANE SAFE HARBOR PLAN

PRIOR VESSEL LENGTH

SUMMER MOORING MARINA / LOCATION

Refresh

Eligibility

Operator

Feature Flow

Rate

Save/Close

Start

MAPENode Active

Internal EXTRAL

Kalheeriyacka

Microsoft Word

FILECODE Microsoft

MS 42878

FIG. 47B

004304 081001

TravelersPropertyCasualty  
Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants  
Policy/Quote Detail  
Insured Name  
Companion Policies  
Eligibility  
Current Carrier (Prior)  
Underwriting Information  
Vessel Information  
Vessels  
Operator Information  
Loss Information  
Coverage Limits  
Endorsements Information  
Additional Interests  
Billing Information  
Miscellaneous Information  
Errors/Rating Messages  
Rating Results  
Notepad Information  
Print

NUMBER OF YEARS OWNED  
SUMMER MOORING MARINA / LOCATION  
WINTER MOORING MARINA / LOCATION

\* INDICATES FIELD IS REQUIRED

☒ SUMMER MOORING ADDRESS  
Street: 111 MAIN STREET  
City: WINDSOR LOCKS  
County: HARTFORD  
State: CONNECTICUT Zip/Postal: 06096

☒ WINTER MOORING ADDRESS  
Street: 11 MAIN STREET  
City: WINDSOR LOCKS  
County: HARTFORD  
State: CONNECTICUT Zip/Postal: 06096

Refresh < Eligibility Operator > Resume Flow Rate Save/Close

Start APPN Not Active T-Net EXTERNAL K-Net Vicks L- Microsoft Word D- E-Net Microsoft 12/9/97

FIG. 47C

FOOTED "T4E4E650

FileEditViewGoFavoritesHelp

Addresshttp://lhus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://lhus1m4-pl.portal.travelers.com/welcome.asp

TravelersProperty Casualty  
A member of Travelers

Workstation

Policy Writing

Utilities

Customer Selection

Customer Information

Policy/Quote Selection

Policy

Determinants

Policy/Quote Detail

Insured Name

Companion Policies

Eligibility

Current Carrier (Prior)

Underwriting Information

Vessel Information

Vessels

Operator Information

Loss Information

Coverage Limits

Endorsements Information

Additional Interests

Billing Information

Miscellaneous Information

Errors/Rating Messages

Rating Results

Notepad Information

Print

**Vessel Operator**

Producer: 0HL545      Customer: TEST LARGEYACHT  
HINCKLEY INSURANCE      Rating State: CT  
GROUP  
Office Code: 558      Policy#/Type: YACHT (840)      IFS:      MVR:  
IFS Rec Price:      CLUE:

FIRST NAME	LAST NAME	LICENSE NUMBER
LARGEYACHT	TEST	SDJFSDLKFSKLJ

NewModifyDelete

RefreshVesselsPercent Use>Passing FlowRateSave/Close

StartMARN Node ServerTravelers XPALKathleen Violel37 Macdon WoodlERSON Macdonl559 12/1/0

FIG. 48A

File Edit View Go Favorites Help

Address http://lhus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://lhus1m4-pl.portal.travelers.com/welcome.asp

TravelersPropertyCasualty

Office Code: 558      Unit: 000      Policy#: /Type: YACHT (840)      IFS Rec Price:      CLUE:

Workstation

Policy Writing

Utilities

Customer Selection

Customer Information

Policy/Quote Selected

Policy

Determinants

Policy/Quote Detail

Insured Name

Companion Policies

Eligibility

Current Carrier (Prior)

Underwriting Information

Vessel Information

Vessels

Operator Information

Loss Information

Coverage Limits

Endorsements Information

Additional Interests

Billing Information

Miscellaneous Information

Errors/Rating Messages

Rating Results

Notepad Information

Print

FIRST NAME      LAST NAME      LICENSE NUMBER

LICENSED OPERATOR

FIRST NAME      LARGE YACHT      LAST NAME      TEST

DATE OF BIRTH      01 / 01 / 1956      LICENSE ST      CONNECTICUT

LICENSE NUMBER      SDJFSDLKFSKLJ      OCCUPATION      DOCTOR

BOATING EDUCATION      ADVANCED      YEARS OF BOATING EXPERIENCE      19

INDICATES FIELD IS REQUIRED

Refresh      Vessels      Percent Use      Realtime Flow      Rate      Save/Close

Internet Explorer

Start      APPEND News Active      Microsoft EXCEL      Kathleen Yackel      Microsoft Word      EXCEL      Microsoft      29

FIG. 48B



The image is a low-quality, high-contrast screenshot of a web browser window. The browser's address bar at the top shows a URL: http://luc1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://luc1m4-pportal.travelers.com/welcome.asp. The page title is "Percentage Of Use". On the left side, there is a vertical sidebar with a tree view of navigation options. The main content area displays several fields: "Producer: OHL545", "Customer: TEST LARGEYACHT", "Rating State: CT", "Office Code: 558", "Policy#: Type: YACHT (840)", "IFS: 030 1930", and "MVR: 100". The page is heavily degraded with significant noise, including vertical streaks and horizontal lines, making some text difficult to read. The browser's status bar at the bottom shows "Internet Explorer" and "128K".

7



0943241 081001  
FOOTED 1424260

File Edit View Go Favorites Help

Address <http://licustm4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://licustm4-plportal.travelers.com/welcome.asp>

### Accidents/Violations and Inexperience

Travelers Property Casualty  
Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants  
Policy/Quote Detail  
Insured Name  
Companion Policies  
Eligibility  
Current Carrier (Prior)  
Underwriting Information  
Vessel Information  
Vessels  
Operator Information  
Operator Information  
Percent of Use  
Accident/Violations  
Loss Information  
Coverage Limits  
Endorsements Information  
Additional Interests  
Billing Information  
Miscellaneous Information  
Errors/Rating Messages

Producer: 0HL545  
HINCKLEY INSURANCE GROUP  
Office Code: 558

Customer: TEST LARGEYACHT  
Rating State: CT  
Policy#/Type: YACHT (840)

IFS:  
IFS Rec Price:

MVR:  
CLUE:

Seq #	Rel #	Driver	Accident Date	Conviction Date	Amount of Loss	Accident Type

Operator:  Incident Type:

Start APPN Bde Active Internet Explorer 1 Kaseen Yacht 1 Microsoft Word 1 1601 Microsoft 853 12:31

FIG. 50

**TravelersProperty Casualty**

Workstation  
Policy Writing  
☒ Utilities  
☒ Customer Selection  
☒ Customer Information  
☒ Policy/Quote Select  
☒ Policy  
☒ Determinants  
☒ Policy/Quote Detail  
☒ Insured Name  
☒ Companion Policies  
☒ Eligibility  
☒ Current Carrier (Prior)  
☒ Underwriting Information  
☒ Vessel Information  
☒ Vessels  
☒ Operator Information  
☒ Operator Information  
☒ Percent of Use  
☒ Accident/Violations  
☒ Loss Information  
☒ Losses  
☒ Coverage Limits  
☒ Endorsements Information  
☒ Additional Interests  
☒ Billing Information  
☒ Miscellaneous Information

## Loss Information

**Producer:** OHL545      **Customer:** TEST LARGEYACHT

**HINCKLEY INSURANCE GROUP**      **Rating State:** CT      **IFS:**      **MVR:**

**Office Code:** 558      **Policy#/Type:** YACHT (840)      **IFS Rec Price:**      **CLUE:**

Loss Date	Cause of Loss	Amount	CAT Number	Description
<div> <b>Loss Date</b>    <input type="text"/> / <input type="text"/> / <input type="text"/>      <b>Amount</b>    <input type="text"/>      <b>Catastrophe No.</b>    <input type="text"/>  <b>Cause of Loss</b>    <input type="text"/>      <input type="button" value="F1"/>  <b>Description</b>    <input type="text"/>  <input type="checkbox"/> Wave Surcharge         </div>				

FIG. 51

FOOTBO "T4E4E60

File Edit View Go Favorites Help

Address: http://tous1m4-pl.travelers.com/cde/CEMain.asp?WelcomeURL=http://tous1m4-pl.portal.travelers.com/welcome.asp

### Coverages

Producer: OHL545      Customer: TEST LARGEYACHT  
HINCKLEY INSURANCE      Rating State: CT  
GROUP      IFS:      MVR:  
Office Code: 558      Policy#/Type: YACHT (840)      IFS Rec Price:      CLUE:

Coverages	1990 ABBAT 030
PHYSICAL DAMAGE DED	0.0100 PHYSICAL DAMAGE
PHYSICAL DAMAGE	130000
OUTBOARD MOTORS	
PERSONAL PROPERTY DED	250 PERSONAL PROPERTY
PERSONAL PROPERTY	1000
TOWING	1000 COMMERCIAL TOWING
PROTECTION & INDEMNITY	100000 PROTECTION & INDEMNITY
MEDICAL PAYMENTS	2000
UNINSURED BOATER	100000 UNINSURED BOATER
USL&H	N

1990 ABBAT 030

PHYSICAL DAMAGE DED	0.0100 PHYSICAL DAMAGE
PHYSICAL DAMAGE	130000

Refresh      Loss      Endorse      Premium Flow      Rate      Save/Close

Internet Zone

Start      D:\APP\N...      Microsoft Excel      Green...      Microsoft Word Doc      CDE Microsoft      12:39

FIG. S2

FOOTED "T48E4860

File Edit View Go Favorites Help

Address http://licus1m4-pl.travelers.com/cde/CEMain.asp?WelcomeURL=http://licus1m4-pl.portal.travelers.com/welcome.asp

### Endorsements

Producer: **OHLS45** Customer: **TEST LARGEYACHT**  
**HINCKLEY INSURANCE GROUP** Rating State: **CT** IFS: MVR:  
Office Code: **558** Policy#/Type: **YACHT (840)** IFS Rec Price: **CLUE**

Travelers Property Casualty  
Member of Travelers Group

- Workstation
- Policy Writing
- Utilities
- Customer Selection
- Customer Information
- Policy/Quote Selection
- Policy
- Determinants
- Policy/Quote Detail
- Insured Name
- Comparison Policies
- Eligibility
- Current Carrier (Prior)
- Underwriting Information
- Vessel Information
- Vessels
- Operator Information
- Operator Information
- Percent of Use
- Accident/Violations
- Loss Information
- Losses
- Coverage Limits
- Liability/Physical Damage
- Endorsements Information
- Endorsements**
- Additional Interests

**Available**

Endorsement	Code
ACTUAL CASH VALUE	44140
ADDITIONAL INSURED	44116
AGREED VALUE COVER	44104
ANTIQUE AND CLASSIC	44110
BAREBOAT CHARTER A	44118
BAREBOAT CHARTER C	44106
BLANKET FISHING EQUI	44135
CAPTAINED CHARTER	44107
DINGHY COVERAGE	44143
ELECTRONIC NAVIGATI...	44134
EXCESS CATCH COVER	44109
GUARANTEED HINCKL...	44133
HURRICANE ESCAPE P...	44105

**Selected**

Endorsement	Code
CREW COVERAGE	44108

Refresh Coverage Add/Remove Feature Flow Rate Save/Close

Start APPN Node Active T48E4860 Kaitleen Yacker Inc Microsoft Word - D... DODE Microsoft 12:38 PM

FIG. 53

FOOTED 1484860

Travelers Property Casualty  
A member of Citicorp

Policy  
✓ Determinants  
Policy/Quote Detail  
✓ Insured Name  
Companion Policies  
Eligibility  
✓ Current Carrier (Prior)  
Underwriting Information  
Vessel Information  
✓ Vessels  
Operator Information  
Operator Information  
✓ Percent of Use  
✓ Accident/Violations  
Loss Information  
✓ Losses  
Coverage Limits  
✓ Liability/Physical Damage  
Endorsements Information  
✓ Endorsements  
Additional Interests  
Billing Information  
➔ Billing  
Miscellaneous Information  
Errors/Rating Messages  
Rating Results  
Rating Summary

**Billing**

Producer: OHL545      Customer: TEST LARGEYACHT  
HINCKLEY INSURANCE GROUP      Rating State: CT      IFS:      MVR:  
Office Code: 558      Policy#/Type: YACHT (840)      IFS Rec Price:      CLUE:

Bill Plan: INSTALLMENT - INSURED  
Downpayment Amount: 100.00  
Sweep Indicator: No  
ABS Account Number:   
Agency Customer Number:   
Sub Producer Code:   
MM Special Producer Code:   
Rate:   
Save/Close

Refresh   Add/Int   Vaso   Resume Flow   Rate   Save/Close

Start   APPEND   Active   Attach   External   Kathleen Locks   Microsoft Word 2000   100%   Microsoft

FIG. 54

TravelersProperty Casualty

Workstation

Policy Writing

Utilities

Customer Selection

Customer Information

Policy/Quote Selection

Policy

Policy/Quote Detail

Insured Name

Companion Policies

Vessel Information

Vessels

Coverage Limits

Liability/Physical Dam

Endorsements Information

Endorsements

Errors/Rating Messages

Rating Results

Rating Summary

Notepad Information

Print

Rating Results

Producer: 0HL545

Customer: TEST LARGEYACHT

HINCKLEY INSURANCE GROUP

Rating State: CT

Office Code: 558

Policy#/Type: YACHT (840)

IFS:

IFS-Rec Price:

MVR:

CLUE:

Total Policy Premium: \$1360

Total Transaction Premium: \$0

STD Commission Rate: 20%

Override Commission: 0%

TYPE	YEAR	MANUFACTURER	MODEL	LENGTH
LG YACHT SPECIAL SUBJECT TYPE CODE	1980	ABBAT	MODEL	030

THIS RISK QUALIFIES AND DOES NOT REQUIRE REFERRAL.

04/10/2000 12:33:11 PM CDT

Description/Recommendation

THIS RISK QUALIFIES AND DOES NOT REQUIRE REFERRAL.

Refresh

Endorse

Print

Resume Flow

Rate

Save/Close

FOOTER: TESTED

FIG. 55A

File Edit View Go Favorites Help

Address <http://tlcus1m4-pl.travelers.com/cde/CDMain.asp?WelcomeURL=http://tlcus1m4-plportal.travelers.com/welcome.asp>

**Travelers Property Casualty**  
A member of Travelers

Workstation

- ☐ Policy Writing
- ☐ Utilities
- ☒ Customer Selection
- ☐ Customer Information
- ☒ Policy/Quote Selection
- ☒ Policy
- ☒ Determinants
- ☒ Policy/Quote Detail
- ☒ Insured Name
- ☐ Companion Policies
- ☒ Vessel Information
- ☒ Vessels
- ☒ Coverage Limits
- ☒ Liability/Physical Dam
- ☒ Endorsements Information
- ☒ Endorsements
- ☒ Errors/Rating Messages
- ☒ Rating Results
- ☒ Rating Summary
- ☒ Notepad Information
- ☒ Print

**Rating Results**

Producer: 0HL545      Customer: TEST LARGEYACHT  
HINCKLEY INSURANCE      Rating State: CT  
GROUP

Office Code: 558      Policy#/Type: YACHT (840)      IFS:      MVR:  
IFS Rec Price:      CLUE:

Total Policy Premium: \$1360      Total Transaction Premium: \$0  
STD Commission Rate: 20%      Override Commission: 0%

TYPE	YEAR	MANUFACTURER	MODEL	LENGTH
LG YACHT SPECIAL SUBJECT TYPE CODE	1980	ABBAT	MODEL	030

LG YACHT SPECIAL SUBJECT TYPE CODE 1980 ABBAT Information

COASTAL INDICATOR      NAVIGATIONAL TERRITORY      07      SUMMER MOORING STATE      CT

Cov/Endorsement	Amnt of Ins	Deductible	Standard	Override	Final Premium	Index
PHYSICAL DAMAGE	100000	0.0000	0.63		270	
PROTECTION & INDEMNITY	100000		90	0	90	
MEDICAL PAYMENT	2000		0	0	0	
UNINSURED BOATER	100000		0	0	0	
COMMERCIAL TOWING	1000		0	0	0	
PERSONAL PROPERTY	1000	250	0	0	0	

Refresh      < Endorse      Print >      Resume Flow      Rate      Save/Close

Start      D:\APP\Node-Arrow      Microsoft Excel      C:\temp\pca      Microsoft Word      E:\CDL      Microsoft      2009-12-19

FIG. 55B



Travelers Property Casualty  
An American International Company

Address: http://lucustm4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://lucustm4-pl.portal.travelers.com/welcome.asp

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Determinants  
Policy/Quote Detail  
Insured Name  
Companion Policies  
Vessel Information  
Vessels  
Coverage Limits  
Liability/Physical Dam  
Endorsements Information  
Endorsements  
Errors/Rating Messages  
Rating Results  
Rating Summary  
Notepad Information  
Print

Total Policy Premium: \$1360  
STD Commission Rate: 20%  
Total Transaction Premium: \$0  
Override Commission: 0 %

TYPE	YEAR	MANUFACTURER	MODEL	LENGTH: FT
LG YACHT SPECIAL SUBJECT TYPE CODE	1980	ABBAT	MODEL	030

LG YACHT SPECIAL SUBJECT TYPE CODE 1980 ABBAT Information

COASTAL INDICATOR: 1 NAVIGATIONAL TERRITORY: 07 SUMMER MOORING STATE: CT

Coverage/Endorsement	Amount of Ins	Deductible	Standard	Override	Final Premium	Includ
PHYSICAL DAMAGE	100000	0.0100	0.63		1270	
PROTECTION & INDEMNITY	100000		0.0	0	0	
MEDICAL PAYMENT	2000		0	0	0	
UNINSURED BOATER	100000		0	0	0	
COMMERCIAL TOWING	1000		0	0	0	
PERSONAL PROPERTY	1000	250	0	0	0	

Override Reason:

Description:

View Credits/Surcharges Process to Issue

Refresh Endorse Print Premium Flow Rate Save/Close

Taskbar: APPN Note Active Termist EXTBAL Kathleen Ackes Microsoft Word D EIDE Microsoft BUS 12/17

FIG. 55C



File Edit View Go Favorites Help

Address http://lhus1m4-pl.travelers.com/cde/CDEMain.asp?WelcomeURL=http://lhus1m4-plportal.travelers.com/welcome.asp

Travelers Property Casualty  
A member of CNA Group

Total Policy Premium: \$1360 Total Transaction Premium: \$0

Credits/Surcharges - Web Page Dialog

Workstation  
Policy Writing  
Utilities  
Customer Selection  
Customer Information  
Policy/Quote Selection  
Policy  
Declarations  
Policy/Quote Detail  
Insured Name  
Companion Policies  
Vessel Information  
Vessels  
Coverage Limits  
Liability/Physical Dam  
Endorsements Information  
Endorsements  
Errors/Rating Messages  
Rating Results  
Rating Summary  
Notepad Information  
Print

Coverage	Type	Percent
PHYSICAL DAMAGE	AGE OF BOAT	55%
Total		55%

View Credits/Surcharges

Coverage	Amount	Rate	Per	Per	Per
MEDICAL PAYMENT	2000	0	0	0	0
UNINSURED BOATER	100000	0	0	0	0
COMMERCIAL TOWING	1000	0	0	0	0
PERSONAL PROPERTY	1000	250	0	0	0

Override Reason:

Description:

View Credits/Surcharges Proceed to Issue

Refresh < Endorse Print > Resume Flow Rate Save/Close

Start MAPPAIN Node Active E:\host\EXTRA\ Microsoft Word 1 Microsoft Word 2 EXCEL Microsoft JSP

FIG. 55D

TransactProperty Casualty  
A Division of Outgroup

Utilities

Template Maintenance

Transaction Log

Customer

Customer Information

Quote/Policy Selection

Basic Pol Info

Policy Detail

Vehicle Information

Vehicles

Operator Information

Operator Information

Percent of Use

Accident/Violations

Coverage Limits

Liability/Physical Damage

Loss Information

Rating Results

Rating Summary

Information To Close

Errors/Rating Messages

Eligibility Information

Policy Participant

Billing Information

Miscellaneous Information

Print

Print Selection

4120

4100

# Print Selection

Customer: Atlas3

Policy Number:

Print Option [ACORD APPLICATION]

4130

Print Preview

FIG. 56A

## Print Selection

0M6800  
RED MARKETING TEST

Office Code:  
Rating State:

Customer: Atlas3  
Policy Number:

Print Option AGENT PROPOSAL

4130

Thank you for this opportunity to provide  
insurance on your new car.

Proposal Notes

Proposal Notes

Print Preview

FIG. 56B